END USER MIGRATION GUIDELINES

CLEC to CLEC

PA Draft Document

July 15, 2002

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I. Introduction

These guidelines have been developed in the context of Dkt #M-00011582 which was instituted by the Commission to examine the issues arising from the development of local service competition, particularly "how customers change carriers in a way that both fosters competition and protects customers." Representatives of the industry and government collaborated in the development of these guidelines through working group sessions.

The objective of these guidelines is to ensure that end users can migrate from one Competitive Local Exchange Carrier (CLEC) to another or from one CLEC to an ILECwithout encountering abnormal delays, service problems, slamming, cramming, or cumbersome procedures. End user migration should occur in a seamless and timely fashion for the benefit of the end user. To that end, these guidelines establish general business rules, privacy protocols, and general procedures governing the migration of end users between CLECs or from a CLEC to an ILEC.

These guidelines apply to all CLECs and ILECs for migrations of an end user between CLECs or away from a CLEC to an ILEC. Business rules, protocols and procedures for the migration of end-users from ILECs to CLECs have been or are being addressed in other proceedings and are not addressed here. The parties to this proceeding strongly support the development of consistent, statewide procedures as the best means to further competition and allow for seamless migration of end users. To that end, it is recommended that these guidelines serve as a model for any other migration guidelines that may be developed in the state.

Additionally, these guidelines do not reflect practices and procedures relating to Digital Subscriber Line (DSL) services or line sharing/splitting arrangements as defined by the Federal Communications Commission (FCC). It is hoped that the practices and procedures developed for DSL will be consistent with these guidelines, and these guidelines have been developed with this goal in mind. Additionally, as an interim arrangement these guidelines can be used for data line migrations to the extent that they can accommodate the technological differences between voice and data migrations.

Further, certain aspects of these guidelines do not apply to mass migrations, as the parties in this case have developed a separate set of guidelines for migrations that occur as a result of CLECs exiting the market or a major segment of the market. These separate guidelines were developed to establish special cutover procedures that are necessary to handle large-scale migrations that

must be project managed and to care for an exiting CLEC's customers when there is no acquiring carrier..

These guidelines are instituted to expeditiously establish a baseline set of principles, responsibilities, and ground rules for exchanging information that will support end user migration between CLECs. and address the specific migration scenarios and the exchanging of LSR's between CLECs.

Finally, to support these guidelines on an ongoing basis, this collaborative is recommending that the Commission establish an industry work group to be responsible for updating the guidelines and addressing issues associated with CLEC migrations as industry practices change. This proposed workgroup should be responsible for recommending policies and procedures to the Commission associated with CLEC migrations. Specific CLEC migration disputes will be referred to Staff for dispute resolution. To facilitate dispute resolution, a Mini Dispute Resolution form has been developed to submit to Staff when problems arise. Appendix H has a sample of this form as well as instructions for submitting the form.

II. General Principles

The following general principles form a foundation for establishing operational procedures that ensure that end users can migrate as they choose from one local service provider to another local service provider without encountering abnormal delays, unwanted privacy intrusions, service problems, or cumbersome procedures.

1. It is the end user's choice to migrate from one local service provider (LSP) to another. The old local service provider (OLSP) will not block an end user's desire to migrate or to port a telephone number of an active account for reasons such as any unpaid amounts owed to the OLSP. Notwithstanding the end user's choice to migrate, the new local service provider (NLSP) retains the right to impose requirements on an end user, permissible under Pennsylvania Public Utility Commission rules or any applicable state or other law (e.g., deposit requirements).

2. The end user's privacy is respected by all local service providers.

3. Carriers will abide by the FCC/Federal Trade Commission (FTC) "Statement on Deceptive Advertising" for local service migrations (see Appendix C for the statement).

4. The end user is informed by the new local service provider of all pertinent aspects of the migration.

5. Carriers should work together in good faith to minimize and/or avoid any problems for the migrating end user (including service interruptions, billing problems, etc.).

6. Each carrier should make available to all other carriers established processes and procedures for end user migration, consistent with all applicable federal and state regulations.

7. Carriers should follow consistent methods for data exchange to facilitate end user migrations.

8. Carriers must maintain a company contact escalation list, and that list must be available to other LECs for their use in resolving migration problems.

These guidelines when approved by the Commission will have the force and effect of a Commission order

III. Common Migration Responsibilities of Carriers

When an end user either queries a local service provider about migrating to that carrier, or actually migrates, the involved carriers should act according to the following responsibilities:

1. The Local Service Provider(s) (LSPs) deals directly with the end user.

2. To request a CSR from the end user's current LSP, another LSP must have customer authorization (i.e., AGAUTH). The permission to view a CSR need not be sent to the OLSP.

3. A company can be both a LSP and a NSP at the same time.

4. There can be multiple NSPs involved with a service (e.g., one company could provide the loop and another the port).

5. The NLSP will provide the LSR information to the NSP(s).

6. Authorization is not required from the OLSP for the NLSP to reuse portions of the network that were provided to the OLSP by a NSP(s), nor may the OLSP prohibit such reuse. However, reuse only applies to facilities that are no longer needed by the old local service provider to provide service to the migrating end user or any other end users.

7. If requested, the OLSP or NSP provides the information noted in the CLEC to CLEC Migration End User Guidelines to the NLSP.

8. The NLSP will be responsible for the coordination required to migrate a customer.

9. Partial migrations. The NLSP shall be responsible for determining the end user's requirement for the new account. The NLSP is responsible for advising the end user to communicate with the OLSP for arrangement of numbers remaining with the OLSP.

10. Escalation and contact lists. Each CLEC will maintain a contact list and an escalation list for customer migrations. This list must be sent to the Commission. At a minimum, this list must include a contact for operations issues and a contact for escalation/policy issues.

11. End-user expectations. When an end-user migrates his services from an ONSP to a NNSP the complete migration may take a full day to complete. There are times when not all service options can be turned up at the same time, e.g.: Calling Cards, Directory Assistance, Intra-Switch calls from the ONSP. Thus, it is important that the end-user and the migrating carriers be made aware of the cutover process and any delays that may be encountered. Finally, the NLSP will be responsible for managing the end-user's expectations.

12. End-users who have been permanently disconnected by a CLEC and are then migrated to a NLSP, may not necessarily be able to port the disconnected number to the NLSP.

13. Porting Telephone Numbers. When a migration requires the reuse of facilities, to minimize the possibility of a service interruption, companies should abide by the practices listed below. These practices will allow telephone numbers to be ported (assuming that the number is assigned to the appropriate rate zone) on the cutover date and also allow for the cutover to be reversed if it is unsuccessful.

   a) When a notice of cutover is received, the ONSP-S and the NNSP-S shall, where technically feasible, build a port trigger in their telephone number translations at least one day prior to the cutover date (due date minus one). The port trigger will query the NPAC database every time a call is placed to the telephone number that is being cutover. The NPAC database will direct the call to the appropriate switch.

   b) The ONSP-S should leave the telephone number translations in its switch until at least 11:59 PM the day of the cutover.

   c) The NLSP will be responsible for coordinating any service restoration that may become necessary due to problems with a cutover.

14. Loss Notification. The ONSP-S (resale, UNE-P) will provide a loss notification to the OLSP when the ONSP and the OLSP are not the same company. When the ONSP and OLSP are the same company the LSR sent by the NLSP to the OLSP will serve as the notification that the end-user has migrated.

15. E-911. E911 is only impacted in those situations where the NSP-S changes. The ONSP-S must unlock the E911 record.   This will allow the NLSP/NNSP to lock the E-911 record, take responsibility for this record, and change the listing information as applicable. The new switch provider is responsible for inputting the new listing information into E911 and in all cases must input themselves as the customer's new carrier. This will lock the E911 data base for that customer. Verizon will send out a report on unlocked records.

   Timing can be a problem with E911 inputs if the NNSP tries to migrate the record and the ONSP has not unlocked it. New inputs are being recycled for 72 hours to eliminate some of these timing issues, but it is important for the ONSP to unlock the E911 data base in a timely fashion. The E-911 database is locked when the order is completed.

16. Directory Listings. Directory listing information should be submitted to the directory publishers and, if Verizon, it should be sent on an LSR.

IV. Exchanging Customer Service Information

To facilitate local service migration in a timely and seamless manner, it is necessary to have a procedure for exchanging Customer Service Records/Information (CSR/CSI) and/or end user network configuration information in a timely and acceptable manner. In general, these procedures for exchanging such information must meet the end user's needs for privacy, the company's need for information, and must include safeguards to ensure that the end user has approved the exchange of his/her records.

While sharing CSR/CSI is an important element of end user migration, the sharing of CSR/CSI shall not violate an end user's privacy, or create inequitable marketing practices. A potential NLSP may not acquire CSR/CSI without end user authorization. The existing LSP is prohibited from approaching an end user to retain or keep that end user as a result of a request for CSR/CSI.

The information covered in this section of the guidelines is broken into the following categories:
1. The baseline information that must be on a CSR/CSI to support a migration.
2. The guidelines for requesting a CSR/CSI.
3. The format of a CSR/CSI.
4. The method of transmitting a CSR/CSI.
5. The time frame between when a CSR/CSI is requested and when it is sent.

A. Defining the CSR/CSI

The baseline information that must be submitted by an LSP/OLSP whenever another LSP requests a CSR/CSI to support migration is:
1. Billing telephone number
2. Working telephone number
3. Complete customer billing name and address
4. Directory listing information including address, listing type, etc.
5. Complete service address (including floor, suite, unit etc.)
6. Current PICs (inter/intraLATA toll) including freeze status
7. Local freeze status
8. All vertical features – (e.g., custom calling, hunting, etc.)

9. Options – (e.g., Lifeline, 900 blocking, toll blocking, remote call forwarding, off premises extensions, etc.)

10. Tracking number or transaction number (e.g., purchase order number)

11. Service configuration information (e.g., resale, UNE-P, unbundled loop)

12. Identification of the NSPs

13. Identification of any line sharing/line splitting on the migrating end user's line

B. Guidelines for Requesting CSR/CSI

There are two general situations when a company may need to request another company's end user information (CSR/CSI). The first is when negotiating with a concurring end user, a carrier may need to review that end user's CSR. The second is when an end user is migrating to another company. When a carrier (i.e., the "reviewing company") has permission from the end user to review the end user's account, the reviewing company can request a CSR or equivalent information from the current LSP, if the reviewing company has one of the following types of end user consent:

1. A letter of authorization from the end user to review his/her account, or

2. A third party verification of the end user's consent, or

3. A recording verifying permission from the end user to review his/her account, or

4. Oral authorization with a unique identifier given by the end user (e.g., residence: mother's maiden name; business: tax identification code). This identifier must be associated with the end user giving permission to review his/her account.

The reviewing company must indicate to the current carrier that it has on file one of these types of verifications, and must keep this verification on file for one year for possible third party auditing purposes. The LSP cannot require a copy of the end user's authorization from the reviewing company. When a company has permission from the end user to switch LSPs, the NLSP can request the end user's network serving arrangements and a CSR, or equivalent information, from the OLSP and/or NSPs if it has one of the following types of end user consent[1]:

1. A letter of authorization from the end user to switch local carriers, or

2. A third party verification of the end user's request, or

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[1] When a carrier goes out of business, these requirements may not apply.

3. A electronic verification of the end user's request to switch local carriers.

The NLSP must indicate to the OLSP and/or NSP(s) that it has on file one of these certifications of consent, and must keep this certification on file for three years for third party auditing purposes. The OLSP and/or ONSP(s) cannot require a copy of the end user's authorization from the NLSP.

C. Format of a Request for a CSR/CSI

The following information must be provided by the requesting carriers in order to obtain a CSR/CSI:

1. Billing telephone number (BTN).
2. End user service address.
3. An indication of end user consent to review the CSR/CSI.
4. End user name.
5. A tracking number for the request.
6. Who to and where to respond with the CSR/CSI information.
7. A telephone number and person to contact for questions about the CSR/CSI request.
8. The name of the company requesting the CSR/CSI.
9. The date and time the request was sent.
10. How to respond with the CSR/CSI information.

LSPs transmitting CSR/CSI requests via facsimile or electronic mail must use the form in Appendix E unless another option is agreed to by both carriers. When using electronic mail, the completed form must be in Rich Text Format (RTF).

D. Transmission of CSR/CSI Information

In general, the transmission of CSR/CSI requests and information can be some form of electronic means; such as facsimile, electronic mail, electronic data interchange, or any other means negotiated between the two carriers. In any event, the request cannot be via oral means (e.g., voice telephone call). Carriers may specify preferred and alternate means of transmission at their discretion. All carriers must at a minimum allow transmission of CSR/CSI information by facsimile.

E. Form and Content of a CSR Response

Appendix F contains a sample, optional form for use in responding to CSR requests involving potential migrations of bundled residence and bundled business (up to and including five lines) services. This form can be used when transmitting a CSR response via facsimile or e-mail. If a carrier chooses not to use the sample form, it must still provide the information identified in Appendix F when responding to CSR requests involving these types of migrations.

F. Timing

CSR/CSI timing guideline intervals noted below are applicable to residential and business (5 lines or less) CSR requests.

Upon issuance of the Guidelines, 80% of requested CSRs must be provided within 48 hours. Six months later 80% must be issued within 24 hours. Six months later 80% must be issued the same day if requested by noon or by noon the next day if requested after noon. An additional 24 hours would be allowed for a one year period for CSRs requiring extensive research.

V. Exchanging End User Network Information

In addition to CSR/CSI, there may be a need to obtain network information to migrate an end user. Carriers should share all network specific information of a technical nature necessary for the successful migration of end users. Specifically, there will be a need to provide the circuit identification when a loop must be migrated. The OLSP must provide the circuit identification for any UNE-L migration. When requested, the circuit identification shall be provided with the CSR/CSI or within 24 hours of the CSR/CSI. In addition, providing the circuit identification number to the NLSP by the OLSP constitutes confirmation by the OLSP to reuse facilities. The NLSP must obtain the circuit identification number from the OLSP in order to be sure that reuse of facilities is possible.

VI. Local Service Requests

The purpose of this section is to provide sample LSRs (Local Service Requests) for typical CLEC to CLEC orders that are needed to support migrations. All CLECs should accept any

LSR that meets the specifications detailed in the appended section on LSRs. Furthermore, the LSR can be faxed or e-mailed and either delivery should be acceptable. These LSRs are designed to be used between CLECs and are not to be sent to an ILEC . The ILEC specifications are available at the ILEC website and through the ILEC Change Control process. The ILEC will utilize the CLEC LSR format when they send migration service orders to a CLEC for the purposes of migrating a customer back to the ILEC and when Number Portability is required. Further, it is recommended that any CLEC planning to initiate service order activity with another CLEC should contact the other CLEC's website and/or handbooks to understand the business arrangements, contacts, and procedures associated with that CLEC.

The CLEC to CLEC LSR forms are based on LSOG 4 Guidelines and Number Portability standards and procedures. The samples include number portability as it is the transaction that is typically required between CLECs. In addition to the LSR form, the samples include the End User Form, the Number Portability Form, and the Loop Form. The CLEC to CLEC LSR was developed by starting with the Verizon LSR and determining which fields should be used for the CLEC to CLEC migration scenarios. In this regard, each data element is noted as: required, conditional, or not required. Finally, the OBF field descriptions, which were derived from Verizon's version of the OBF field descriptions, are provided for each data element and, CLEC to CLEC business rules are included for those elements where clarification may be necessary.

The LSR samples support the following scenarios:
1. Porting out a telephone number
2. Porting out a telephone number and reusing the UNE-L facility.
3. Reusing the UNE-Loop facility and not porting the telephone number
4. Partial migrations

The recommended LSRs to be used for each type of migration are listed in Appendix G.

VII. Notification Responses

A local service request response (Confirmation/FOC or LSRC/reject or queery) – will be furnished within 48 hours of receipt of the order when operating in a manual environment. One

year from the date of these guidelines, the confirmation must be furnished within 24 hours. Also note, if the migration is a project or mass migration, intervals will be negotiated.

LSR acknowledgment – not required in a manual environment
1. Bill completion – not required in a manual environment
2. Provisioning completion – not required in a manual environment at this time, but 18 months from the issuance of these guidelines, one completion notice must be issued after billing and provisioning are completed. The ONSP-S (resale, UNE-P) will furnish a loss notification within 5 business days of the cutover. The possibility of providing a loss notification report for UNE-L serving arrangements is under review.

VIII. Procedures for Specific Migration Scenarios:

In setting procedures for migration, 16 basic types of CLEC migrations are primarily addressed in these guidelines. These types are listed in the table below.   All scenarios have certain common carrier responsibilities, which have been previously defined in Section III under common migration responsibilities. In addition, there are common processes that are applicable to all of the migration scenarios. These common migration scenario responsibilities are also addressed in Section III.

Please note that in identifying the process steps for the various types of migrations, the process steps do not include all of the potential confirmations, inquiries, jeopardy notices, and supplemental orders that may or may not be a part of any migration depending upon circumstances. The functions of the Directory Service Provider (DSP) are addressed only where additional steps are required to migrate a stand alone UNE listing account (facilities based migrations).

The following scenario descriptions are currently limited to Plain Old Telephone Service (POTS), Integrated Services Digital Network Basic Rate (ISDN BRI), Public Payphone Lines and Centrex services. Additional requirements may be necessary for other types of services (e.g., Direct Inward Dialing and Special Services). For analysis purposes the migration scenarios will be categorized as bundled or unbundled serving arrangements.   Bundled serving arrangements are resale or UNE-P serving arrangements where the network service provider

furnishes all of the facilities. Unbundled serving arrangements are UNE-Loop and full facilities based serving arrangements where the LSP furnishes some or all of the facilities. The scenario numbers listed for each migration relate to the sixteen scenarios listed in the chart below.

Common Migration Scenarios

Initial State	End State	Scenario Number	Scenario Page Number	LSR Example
CLEC #1 via UNE-P	CLEC #2 via UNE-P	1		
CLEC #1 via UNE-P	CLEC #2 via Resale	1		
CLEC #1 via UNE-P	CLEC #2 via Loop	2-A		
CLEC #1 via UNE-P	CLEC #2 via Facilities Based Svc.	2-B		
CLEC #1 via Resale	CLEC #2 via UNE-P	1		
CLEC #1 via Resale	CLEC #2 via Resale	1		
CLEC #1 via Resale	CLEC #2 via Loop	2-A		
CLEC #1 via Resale	CLEC #2 via Facilities Based Svc.	2-B		
CLEC #1 via Loop	CLEC #2 via UNE-P	3-B		
CLEC #1 via Loop	CLEC #2 via Resale	3-B		
CLEC #1 via Loop	CLEC #2 via Loop	4-A or B		
CLEC #1 via Loop	CLEC #2 via Facilities Based Svc.	4-C		
CLEC #1 via Facilities Based Svc.	CLEC #2 via UNE-P	3-A		
CLEC #1 via Facilities Based Svc.	CLEC #2 via Resale	3-A		
CLEC #1 via Facilities Based Svc.	CLEC #2 via Loop	4-E		
CLEC #1 via Facilities Based Svc.	CLEC #2 via Facilities Based Svc.	4-D		

1. Bundled to Bundled

This group of scenarios includes: Resale to Resale, Resale to Platform (UNE-P), UNE-P to Resale, and UNE-P to UNE-P migrations. All of the bundled to bundled scenarios can be migrated by using the same procedures. Consequently, for purposes of this section, the bundled to bundled migrations will be treated as one scenario. In the bundled migrations, the NSP remains unchanged throughout the migration. This migration involves the reuse of Loop facility and retains the end user telephone number.
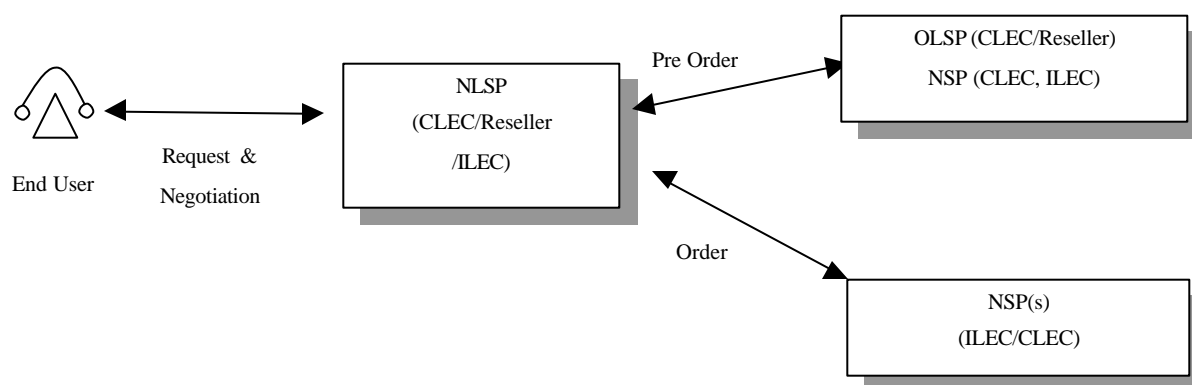
Description:

The New CLEC (NLSP) and the Old CLEC (OLSP) provide service to the end user by leasing bundled services from a network service provider (NSP).

Carrier Designations:

 The Old Network Service Provider (ONSP) is the New Network Service Provider (NNSP).

Process:

1) NLSP obtains authority from end user (e.g., AGAUGH) to access records containing service information and/or to migrate a customer.

2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:

   a) Contact OLSP to request a CSR[2].

   b) Contact end user ("Blind" or without knowledge of CSI or TI).

   c) Contact ONSP(s)[3].

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[2] OBF recommended flow.

3) OLSP responds to CSR request[2].

4) NLSP and end user negotiate for services and features.

5) NLSP issues LSR to NSP requesting a migration of service.

6) NSP sends confirmation to NLSP of LSR Due Date.

7) NSP performs necessary work steps to complete the migration and sends a provisioning completion notice to NLSP and, if applicable, the billing completion notice.

8) NSP sends Loss Notification to OLSP after the cutover.

9) OLSP issues LSR to DSP to remove listing(s) if located on a stand-alone UNE listing account.

Note: For a partial migration, if necessary, the NSP will designate a new Billing Telephone Number (BTN) on the Old Local Service Provider end user's account. During a migration, disconnect of a line(s)/Telephone Number (TN) is allowed for the same end user (determined by service address).

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to NSP requesting a migration of service.

OLSP

- Responds to CSR request**.**
- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listing account.

NSP

- Validates the LSR and sends applicable confirmations to the NLSP.

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[2] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

[2] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- Migrates service.
- Sends provisioning completion notice to NLSP.
- Sends billing completion notice. (if applicable)
- Sends Loss Notification to OLSP.

2. Bundled to Unbundled

This group of scenarios includes: UNE-P to UNE-Loop (UNE-L), UNE-P to Full Facilities Based Service, Resale to UNE-Loop (UNE-L), and Resale to Full Facilities Based Service. All scenarios can involve LNP.
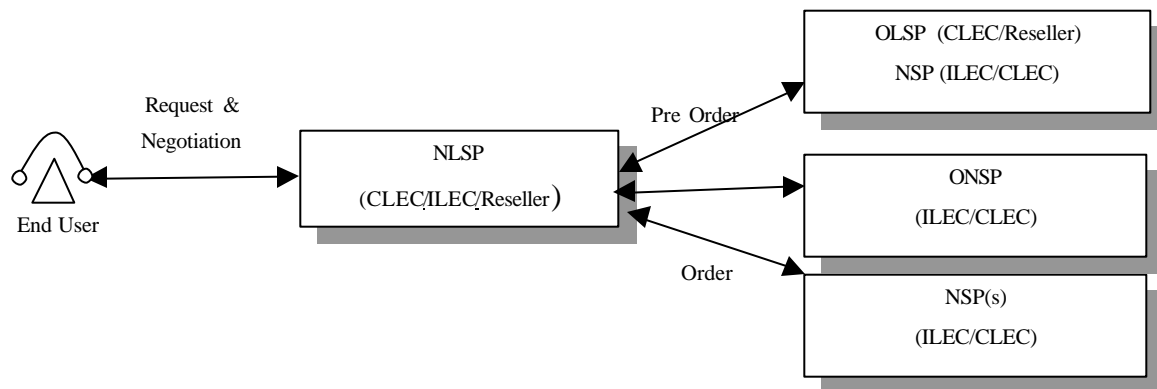
2.A. UNE-P or Resale to UNE-Loop with LNP

Description:

This migration involves reusing the existing Loop facility and retaining the end user's telephone number. The Old CLEC (OLSP) serves the end user via bundled services leased from a network service provider (NSP). The New CLEC (NLSP) serves the end user via its own switch (NSP-S) and an unbundled Loop facility (NSP-L).   This migration requires a coordinated hot cut where the Loop facility must be disconnected from one company's switch and connected to another company's cage.

Carrier Designations:

The Old Network Service Provider (ONSP) becomes the New Network Service Provider – Loop (NNSP-L). The New Local Service Provider (NLSP) is the New Network Service Provider – Switch (NNSP-S).

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Process:

1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.

2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:

   a) Contact OLSP to request a CSR[1]

   b) Contact end user ("Blind" or without knowledge of CSI or TI).

   c) Contact ONSP(s)[2]

3) OLSP responds to CSR request[2]

4) NLSP and end user negotiate for services and features.

5) NLSP issues LSR to NNSP-L/ONSP/DSP (This is the same company) to:

   a) Convert UNE-P/Resale account to an unbundled Loop facility.

   b) Issue order to release telephone number in NPAC by Due Date minus one.

   c) Establish Directory Listing(s).

6) NNSP-L:

   a) Sends confirmation to NLSP of LSR Due Date with TXNU (Circuit ID Information).

   b) Issues order to release the telephone number in NPAC by Due Date minus one.

7) ONSP converts the UNP-P/Resale line to an unbundled Loop facility (performs a hot cut). (This now makes the ONSP the NNSP-L.)

8) ONSP on due date, disconnects bundled account and removes the Directory Listing(s) on the account.

9) NNSP-S activates telephone number port in NPAC.

10) NNSP-L/ONSP/DSP establishes Directory Listing(s).

11) ONSP unlocks E911 database after order completion.

12) NNSP-S locks E911 database.

13) ONSP sends loss notification to the OLSP after the cutover.

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[1] OBF recommended flow.

[2] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

14) OLSP issues LSR to DSP to remove Directory Listing(s) if located on a stand-alone UNE listing account.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.

  - Acquires current end user service information.

- Activates telephone number port in NPAC.

- Locks E911 database.

- Negotiates for services and features with end user.

- Issues LSR to NNSP-L/ONSP for reuse of Loop facility, telephone number porting and Directory Listing(s).

OLSP

- Responds to CSR request.

- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listing account.

ONSP/NNSP-L/DSP

- Sends confirmation of LSR Due Date with TXNU (Circuit ID Information).

- Issues order to release telephone number in NPAC by Due Date minus one.

- Establish Directory Listing(s) (If DSP).

- Converts the UNE-P/Resale line to an unbundled Loop facility (NLSP-L).

- Performs Hot Cut.

- Moves the cable and pair from the ONSP switch and points it to the NNSP-S.

- Disconnects bundled account.

- Unlocks E911 database after order completion.

- Removes old Directory Listing(s).

- Establishes new Directory Listing(s).

- Sends Loss Notification to the OLSP.

2.B. UNE-P or Resale to Full Facilities with LNP

Description:

The Old CLEC (OLSP) serves the end user via bundled services leased from a Network Service Provider (NSP). The New CLEC (NLSP) serves the end user via its own Switch and Loop facility (NNSP). The end user retains the telephone number.

Carrier Designations:

The New Local Service Provider (NLSP) is the New Network Service Provider (NNSP). The Old Network Service Provider (ONSP) is the Directory Service Provider (DSP).

Process:

1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
   a) Contact OLSP to request a CSR[1].
   b) Contact end user ("Blind" or without knowledge of CSI or TI).
   c) Contact ONSP(s)[2].
3) OLSP responds to CSR request[2].
4) NLSP and end user negotiate for services and features.
5) NLSP issues LSR to ONSP to release telephone number in NPAC by Due Date minus one.
6) ONSP sends confirmation to NLSP of LSR Due Date.
7) NLSP issues LSR to DSP to establish new Directory Listing(s).
8) ONSP issues order to release the telephone number in NPAC by Due Date minus one.

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[1] OBF recommended flow.

[2] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

9) ONSP on Due Date disconnects bundled account and removes old Directory Listing(s) associated with the bundled account.

10) NNSP/NLSP activates telephone number port in NPAC.

11) ONSP unlocks E911 database when order is completed.

12) NNSP/NLSP locks E911 database.

13) DSP establish new Directory Listing(s).

14) ONSP sends Loss Notification to the OLSP when order completed.

15) OLSP issues LSR to DSP to remove Directory Listing(s) if located on a stand-alone UNE listing account.

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiate for services and features with end user.
- Issues LSR to ONSP for telephone number porting.
- Issues LSR to DSP to establish new Directory Listing(s).

OLSP

- Responds to CSR request.
- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listings account.

ONSP

- Sends confirmation to NLSP of LSR Due Date.
- Issues order to release telephone number in NPAC by Due Date minus one.
- Establish Directory Listing(s) (If DSP).
- Disconnects bundled account.
- Unlocks E911 database when order completed.
- Removes old Directory Listing(s).
- Sends Loss Notification to the OLSP.

NNSP

- Activates telephone number port in NPAC.
- Locks E911 database.

3. Unbundled to Bundled

This group of scenarios includes: UNE-L to Resale, UNE-L to UNE-P, Full Facilities Based to Resale, and Full Facilities Based to UNE-P. All scenarios involve LNP.
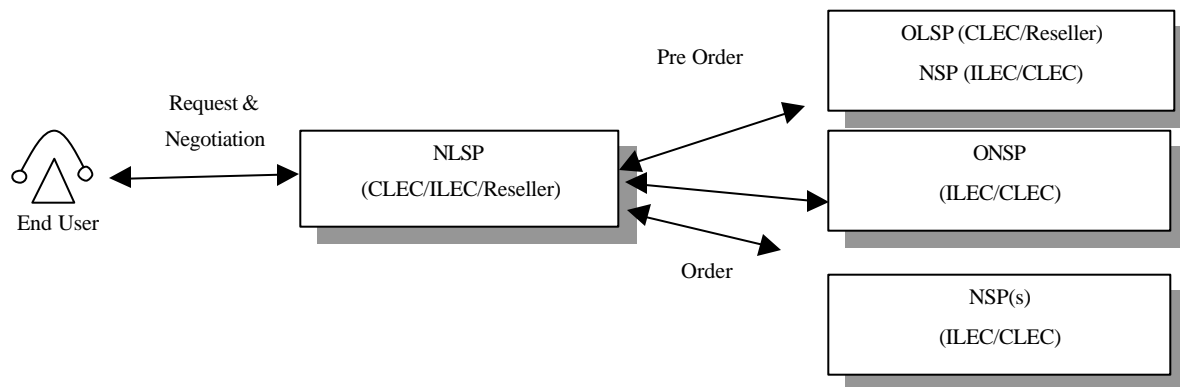
3.A. Full Facilities Based to Resale or UNE-P with LNP

Description:

The Old CLEC (OLSP) serves the end user via its own Switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via bundled services leased from a Network Service Provider (NNSP). The end user retains the telephone number.

Carrier Designations:

All designations are new. The Old Network Service Provider (ONSP) and the Old Local Service Provider (OLSP) will change to a New Network Service Provider (NNSP) and the New Local Service Provider (NLSP). The New Network Service Provider (NNSP) is the Directory Service Provider (DSP).

Process:

1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.

2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:

   a) Contact OLSP to request a CSR[4].

   b) Contact end user ("Blind" or without knowledge of CSI or TI).

   c) Contact ONSP(s)[2].

3) OLSP responds to CSR request[2].

4) NLSP and end user negotiate for services and features.

5) NLSP issues LSR to ONSP to release telephone number in NPAC by Due Date minus one.

6) ONSP sends confirmation to NLSP of LSR Due Date.

7) NLSP issues LSR to NNSP to:

   a) Establish bundled account.

   b) Activate telephone number port on Due Date.

   c) Establish Directory Listing(s).

8) NNSP sends confirmation to the NLSP of LSR Due Date.

9) ONSP issues order to release telephone number in NPAC by Due Date minus one.

10) NLSP arranges for connection of end user inside wire to DEMARC/Network Interface Device (NID).

11) NNSP:

   a) Installs new facility to DEMARC/NID.

   b) Activates bundled service.

   c) Activates telephone number port in NPAC.

   d) Establishes new Directory Listing(s).

12) ONSP unlocks E911 database when order completed.

---

[4] OBF recommended flow.

[2] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

13) NNSP locks E911 Database.

14) ONSP removes old Loop facilities after Frame Due Time.

15) ONSP sends Completion Notification to the NLSP. (optional until 18 months after publication of these guidelines)

16) NNSP sends Completion Notification to NLSP.

17) OLSP issues LSR to DSP to remove Directory Listing(s) on a stand-alone UNE listing account, after port.

Responsibilities by Carrier

NLSP

- Obtains authority from end user.

- Acquires current end user service information.

- Negotiates for services and features with end user.

- Issues LSR to ONSP to release telephone number in NPAC.

- Issues LSR to NNSP to establish the bundled account, activate the port in NPAC and establish the Directory Listing(s).

- Arranges for connection of inside wire to the DEMARC/Network Interface Device (NID).

OLSP/ONSP

- Responds to CSR request.

- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listing account.

- Sends confirmation to NLSP of LSR Due Date.

- Issues order to release telephone number in NPAC by Due Date minus one.

- Unlock E911 database when order completed.

- Issue LSR to remove old Directory Listing(s) with the DSP.

- Removes old Loop facilities after Frame Due Time (FDT).

- Sends Completion Notification to the NLSP.

NNSP

- Sends confirmation to NLSP of LSR Due Date.

- Installs new facility to DEMARC/NID.

- Activates bundled service.

- Activates telephone number port in NPAC during hot cut.

- Locks E911 database.

- Sends Completion Notice to NLSP

3.B. UNE-Loop to Resale or UNE-P with LNP

Description:

This migration involves reusing the existing Loop facilities and retaining the end user's telephone number. It will require a reverse hot cut. The Old CLEC (OLSP) serves the end user via its own Switch (NSP-S) and leases an unbundled Loop facility from a Network Service Provider (NSP-L). The New CLEC (NLSP) serves the customer via bundled services leased from a Network Service Provider (NSP).

Carrier Designations:

The Old Network Service Provider Switch (ONSP-S) is the Old Local Service Provider (OLSP). The Old Network Service Provider Loop (ONSP-L) is the New Network Service Provider Switch and Loop (NNSP). The New Network Service Provider (NNSP) is the Directory Service Provider (DSP).

Process:

1. NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
2. NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
   a) Contact OLSP to request a CSR[5].
   b) Contact end user ("Blind" or without knowledge of CSI or TI).
   c) Contact ONSP(s)[6].
3. OLSP responds to CSR request[2].
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to NNSP/ONSP-L to:
   a) Establish bundled account with the specified circuit ID to reuse Loop facility.
   b) Activate telephone number port on Due Date minus one.

---

[5] OBF recommended flow.

[6] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

c) Establish Directory Listing(s).

6. NNSP sends confirmation to NLSP of LSR Due Date.

7. NLSP issues LSR to ONSP-S to:

 a) Release telephone number in NPAC by Due Date minus one.

 b) Advise of reuse of Loop facility.

8. ONSP-S sends confirmation to NLSP of LSR with Due Date.

9. ONSP-S issues order to release telephone number in NPAC by Due Date minus one.

10 NNSP:

 a) Installs bundled account reusing existing loop facility at Frame Due Time

 b) Activates telephone number port in NPAC at Frame Due Time

 c) Establishes new directory listings

11. ONSP-S unlocks E911 Database when order completed.

12. NNSP locks E911 Database.

13. ONSP-S sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

14. NNSP sends Completion Notification to NLSP.

15. OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to the NNSP/ONSP-L to reuse Loop facilities for bundled service, port telephone number(s) and to establish Directory Listing(s).
- Issues LSR to ONSP-S to release the telephone number in NPAC by Due Date minus one and advise of the reuse of the Loop facility.

OLSP/ONSP-S

- Responds to CSR request.
- Issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing

account, after port.

- Sends confirmation to NLSP of LSR Due Date.

- Issues order to release telephone numbers in NPAC by Due Date minus one.

- Unlocks E911 database when order completed.

- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

NNSP/ONSP-L

- Sends confirmation to NLSP of LSR Due Date.

- Reuses Loop facilities to activate bundled account (reverse hot cut).

- Activates telephone number port.

- Locks E911 database.

- Establishes new Directory Listing(s).

- Sends Completion Notification to NLSP.

4. Unbundled to Unbundled

This type of migration includes: UNE-L to UNE-L, UNE-L to Full Facilities Based, Full Facilities Based to Full Facilities Based and Full Facilities Based to UNE-L. All scenarios involve LNP.
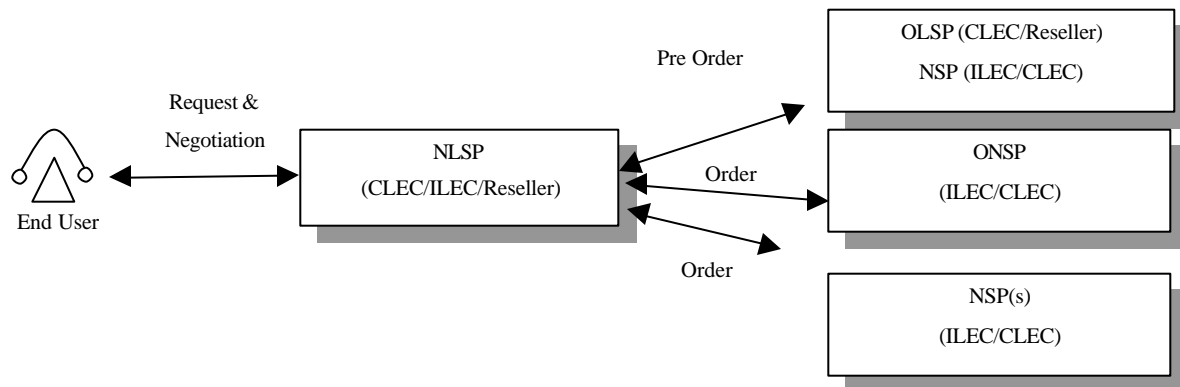
4.A. <u>UNE-L to UNE-L with LNP – Reuse of Facilities</u>

Description:

This migration involves reusing the existing Loop facility and the end user retains the telephone number. The Old CLEC (OLSP) serves the end user via its own switch (NSP-S) and an unbundled Loop facility (NSP-L) leased from a Network Service Provider. The New CLEC (NLSP) serves the end user via its own switch (NSP-S) and an unbundled Loop facility leased from a network service provider (NSP-L). In addition, this migration requires a coordinated hot cut where the Loop must be disconnected from one company's cage/switch and connected to another company's cage/switch.

Carrier Designations:

The Old Network Service Provider Loop (ONSP-L) is the New Network Service Provider Loop (NNSP-L). The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP-S).

Process:

1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.

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2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:

   a) Contact OLSP to request a CSR[7].

   b) Contact end user ("Blind" or without knowledge of CSI or TI).

   c) Contact ONSP(s)[8].

3) OLSP responds to CSR request[2].

4) NLSP and end user negotiate for services and features.

5) NLSP issues LSR to NNSP-L/ONSP-L/DSP to:

   a) Disconnect OLSP Loop account and reuse of Loop facility.

   b) Establish Directory Listing(s).

Please note that coordination is required between the loop and portability orders and the delay of either one may require a supplemental order to be issued.

6) NNSP-L/ONSP-L/DSP sends confirmation to NLSP of LSR Due Date.

7) NLSP issues LSR to ONSP-S/OLSP to:

   a) Release telephone number in NPAC by Due Date minus one.

   b) Advise of reuse of Loop facilities.

8) ONSP-S/OLSP sends confirmation to NLSP of LSR Due Date.

9) ONSP-S issues order to release the telephone number in NPAC by Due Date minus one.

10) NNSP-L/ONSP-L:

   a) Transfers of Loop facility.

   b) Establishes Directory Listing(s).

11) ONSP-S unlocks E911 database when order completed.

12) NNSP-S/NLSP:

   a) Activates telephone number port in NPAC.

   b) Locks E911 database.

13) ONSP-S sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

14) OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand alone UNE listings account, after port.

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[7] OBF recommended flow.

[8] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.

NLSP

- Acquires current end user service information.

- Negotiate for services and features with end user.

- Issues LSR to NNSP-L/ONSP/DSP to reuse Loop facilities, establish Directory Listing(s).

- Issues LSR to ONSP-S/OLSP to release telephone number in NPAC by Due Date minus one and advise reuse of Loop facilities.

- Activates telephone number port in NPAC.

- Locks E911 database.

OLSP/ONSP-S

- Responds to CSR request.

- ONSP-S/OLSP sends confirmation to NLSP of LSR Due Date.

- Issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.

- Sends confirmation to NLSP of LSR Due Date.

- Unlocks E911database when order completed.

- Releases the telephone number in NPAC by Due Date minus one.

- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines.

NNSP-L/ONSP-L/DSP

- Sends confirmation of LSR to NLSP with Due Date.
- Reuses Loop facility during hot cut.

- Establish Directory Listing(s).

4.B. UNE-L to UNE-L with LNP – Loop Facilities will not be Reused

Description:

The Old CLEC (OLSP) serves the end user via its own Switch (NSP-S) and an unbundled Loop facility leased from a Network Service Provider (NSP-L). The New CLEC (NLSP) serves the end user via its own Switch (NSP-S) and a new unbundled Loop facility leased from a Network Service Provider (NSP-L). The end user retains the telephone number.

Carrier Designations:

The Old Network Service Provider Loop (ONSP-L) is the New Network Service Provider Loop (NNSP-L). The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP-S).

Process:

1) NLSP obtains authority from End User (AGAUTH) to access records containing service information and/or to migrate a customer.
2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
   a) Contact OLSP to request a CSR[9].
   b) Contact end user ("Blind" or without knowledge of CSI or TI).
   c) Contact ONSP(s)[10].
3) OLSP responds to CSR request[2].
4) NLSP and end user negotiate for services and features.
5) NLSP issues LSR to OLSP/ONSP-S to:
   a) Release telephone number in NPAC by Due Date minus one.
   b) Advise Loop facility will not be reused.
6) OLSP/ONSP-S sends confirmation to NLSP of LSR Due Date.
7) NLSP issues LSR to NNSP-L/ONSP-L to:

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[9] OBF recommended flow.

[10] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

a) Establish new unbundled Loop facility.

b) Establish Directory Listing(s).

8) NNSP-L/ONSP-L sends confirmation to NLSP of LSR Due Date.

9) ONSP-S issues order to release the telephone number in NPAC by Due Date minus one.

10) NLSP/NNSP-S arranges for end user inside wire to be connected to the new Loop facility at the DMARC/Network Interface Device (NID) or DEMARC.

11) NNSP-L/ONSP-L installs new Loop facility to DEMARC/NID.

12) NLSP/NNSP-S activates telephone number port in NPAC.

13) NNSP-L/ONSP/DSP establishes Directory Listing(s).

14) ONSP-S unlocks E911 database when order completed.

15) NLSP/NNSP-S locks E911 database.

16) ONSP-S sends Completion Notice to the NLSP (optional until 18 months after publication of these guidelines).

17) OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand alone UNE listings account, after port.

18) OLSP issues LSR to ONSP-L to remove any unwanted Loop facility after port completed.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.

- Acquires current end user service information.

- Negotiates for services and features with end user.

- Issues LSR to the NNSP-L/ONSP-L to establish new unbundled Loop facility and to establish Directory Listing(s).

- Issues LSR to ONSP-S to release the telephone number(s) by Due Date minus one and to advise that the unbundled loop facility will not be reused.

- Arranges for end user inside wire to be connected to new Loop at the DEMARC/Network Interface Device (NID).

- Activates telephone number port in NPAC on Due Date.

- Locks E911 database.

OLSP/ONSP-S

- Responds to CSR request.

- Sends confirmation to NLSP with LSR Due Date. (optional until 18 months after publication of these guidelines).

- Issues order to release the telephone number in NPAC by Due Date minus one.

- Unlocks E911 Database when order completed.

- Issues LSR to DSP to remove old Directory Listings on a stand alone UNE listings account, after port.

- Issues LSR to ONSP-L to remove unwanted Loop facility.

NNSP-L/ONSP-L/DSP

- Sends confirmation to NLSP of LSR Due Date.

- Installs new Loop facility to DEMARC/NID.

- Establishes Directory Listing(s).

4.C. UNE-L to Full Facilities Based with LNP

Description:

This migration does not involve the reuse of an existing Loop facility. The Old CLEC (OLSP) serves the end user via its own Switch (NSP-S) and an unbundled Loop facility leased from a Network Service Provider (NSP-L). The New CLEC (NLSP) serves the end user via its own Switch and Loop facility (NSP). The end user retains the telephone number.

Carrier Designations:

The New Local Service Provider (NLSP) is the New Network Service Provider (NNSP). The Old Network Service Provider Loop (ONSP-L) is the Directory Service Provider (DSP).

Process:

1. NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
2. NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
    a) Contact OLSP to request a CSR[11].
    b) Contact end user ("Blind" or without knowledge of CSI or TI).
    c) Contact ONSP(s)[12].
3. OLSP responds to CSR request[2].
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to OLSP/ONSP-S to:
    a) Release telephone number in NPAC by Due Date minus one.
    b) Advise not reusing Loop facility.
6. OLSP/ONSP-S sends confirmation to NLSP of LSR Due Date.
7. NLSP issues LSR to DSP to establish Directory Listing(s).
8. DSP sends confirmation to NLSP of LSR Due Date.
9. ONSP-S issues order to release telephone number in NPAC by Due Date minus one.
10. NNSP/NLSP:

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[11] OBF recommended flow.

[12] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

    a) Installs new Loop facilities to DEMARC/NID.

    b) Moves inside wiring to the NNSP DEMARC/NID.

    c) Activates telephone number port in NPAC.

11. ONSP-S unlocks E911 Database when order completed.

12. NNSP/NLSP locks E911 Database.

13. OLSP sends LSR to ONSP-L to:

    a) Remove unwanted Loop facilities.

    b) Remove Directory Listing(s) from stand alone UNE listing account.

14. DSP establishes Directory Listing(s).

15. ONSP-L sends confirmation to OLSP of LSR Due Date.

16. ONSP-L disconnects Loop facility.

17. ONSP-S sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

Responsibilities by Carrier

NLSP/NNSP

- Obtains authority from end user.

- Acquires current end user service information.

- Negotiates for services and features with end user.

- Issues LSR to OLSP/ONSP-S to release telephone number in NPAC by Due Date and advise that unbundled Loop facility will not be reused.

- Issues LSR to DSP to establish Directory Listing(s).

- Installs Loop facility to DEMARC/NID.

- Moves inside wiring to NNSP DEMARC/NID.

- Activates telephone number port in NPAC.

- Locks E911 database.

OLSP/ONSP-S

- Responds to CSR request.

- Sends confirmation to NLSP of LSR Due Date.

- Sends LSR to ONSP-L to remove unwanted Loop facility and Directory Listing(s) on stand- alone UNE listing account.

- Releases telephone number in NPAC by Due Date minus one.

- Unlocks E911 DataBase when order completed.

- Send Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

ONSP-L
- Sends confirmation to OLSP of LSR Due Date.

- Disconnects Loop facility.

4.D. Full Facilities Based to Full Facilities Based with LNP

Description:

The Old CLEC (OLSP) serves the end user via its own switch and Loop facility (NSP). The New CLEC (NLSP) serves the end user via its own switch and Loop facility (NSP). The end user retains the telephone number.

Carrier Designations:

The Old Local Service Provider (OLSP) is the Old Network Service Provider (ONSP). The New Network Service Provider (NNSP) is the New Local Service Provider (NLSP). The Old Directory Service Provider (ODSP) may or may not be the New Directory Service Provider (NDSP).

Process:

1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
   a) Contact OLSP to request a CSR[13].
   b) Contact end user ("Blind" or without knowledge of CSI or TI).
   c) Contact ONSP(s)[14].
3) OLSP responds to CSR request[2].
4) NLSP and end user negotiate for services and features.
5) NLSP issues LSR to OLSP/ONSP to release telephone number in NPAC by Due Date minus one.
6) ONSP/OLSP sends confirmation to NLSP of LSR Due Date.
7) NLSP issue LSR to DSP to establish Directory Listing(s).
8) DSP sends confirmation to NLSP of LSR Due Date.

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[13] OBF recommended flow.

[14] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

9) OLSP issue LSR to DSP to remove Directory Listing(s) on a stand-alone UNE listings account.

10) DSP sends confirmation to OLSP of Due Date.

11) ONSP/OLSP issues order to release the telephone number in NPAC by Due Date minus one.

12) NNSP/NLSP on Due Date:

    a) Installs new Loop facility to DEMARC/NID.

    b) Moves inside wiring to new NNSP DEMARC/NID.

    c) Activates telephone number port in NPAC.

13) DSP removes Old Directory Listing(s).

14) DSP establishes New Directory Listing(s).

15) ONSP/OLSP unlocks E911 DataBase when order completed.

16) NNSP/NLSP locks E911 DataBase.

17) ONSP/OLSP removes old Loop facility and services after Frame Due Time.

18) ONSP/OLSP sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

Responsibilities by Carrier

NLSP/NNSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to OLSP/ONSP to release telephone number in NPC by Due Date minus one.
- Issues LSR to DSP to establish Directory Listing(s).
- Installs new Loop facility to DEMARC/NID.
- Moves inside wiring to new DEMARC/NID.
- Activates telephone number port in NPAC.
- Locks E911 database.

OLSP/ONSP

- Responds to CSR request.
- Sends confirmation to NLSP of LSR Due Date.

- Issues LSR to DSP to remove Directory Listing(s) on a stand-alone listing UNE account, after port.

- Releases telephone number in NPAC by Due Date minus one.

- Unlocks E911 Database when order completed.

- Removes Loop facility and services after Frame Due Time.

- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

4.E. Full Facilities Based to UNE-L with LNP

Description:

The Old CLEC (OLSP) serves the end user via its own switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via its own switch (NNSP-S) and an unbundled Loop facility leased from a network service provider (NNSP-L). The end user retains the telephone number. This migration requires coordination.

Carrier Designations:

The Old Local Service Provider (OLSP) is the Old Network Service Provider (ONSP). The New Local Service Provider (NLSP) is the NEW Network Service Provider Switch (NNSP-S). The New Network Service Provider Loop (NNSP-L) is also the Directory Service Provider (DSP).

Process:

1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
   a) Contact OLSP to obtain a CSR. [15]
   b) Contact end user ("Blind" or without knowledge of CSI or TI)
   c) Contact ONSP(s)[2].
3) OLSP responds to CSR request. [16]
4) NLSP and end user negotiate for services and features.
5) NLSP issues LSR to NNSP-L to:
   a) Establish Loop facility.
   b) Establish Directory Listing(s).
6) NNSP-L sends confirmation to NLSP of LSR Due Date.
7) NLSP issues LSR to ONSP/OLSP to:
   a) Release telephone number in NPAC by Due Date minus one.

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[15] OBP recommended flow.

[16] In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

8) OLSP/ONSP sends confirmation to NLSP of LSR Due Date.

9) ONSP/OLSP issues order to release the telephone number in NPAC by Due Date minus one.

10) NNSP-L:

   a) Installs Loop facility to NID/DEMARC.

   b) Establishes Directory Listing(s).

11) NNSP-S/NLSP:

   a) Arranges for inside wiring to be connected to NNSP-L DEMARC/Network Interface Device (NID).

   b) Activates telephone number port in NPAC.

12) ONSP/OLSP unlocks E911 database when order completed.

13) NNSP-S/NLSP locks E911 database.

14) ONSP/OLSP removes old Loop facility after Frame Due Time.

15) OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.

16) NNSP-L sends completion notice.

17) ONSP/OLSP sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

Responsibilities of Carriers

NLSP/NNSP-S

- Obtains authority from end user.

- Acquires current end user service information.

- Negotiates for services and features with end user.

- Issues LSR to NNSP-L to establish Loop facility and establish Directory Listing(s).

- Issues LSR to ONSP/OLSP to release telephone number in NPAC by Due Date minus one.

- Arranges for inside wiring to be connected to the DEMARC/Network Interface Devise.

- Activates telephone number port in NPAC.

- Locks E911 database.

OLSP/ONSP

- Responds to CSR request.

- Sends confirmation to NLSP of LSR Due Date.

- Issues LSR to DSP to remove old Directory Listing(s) on a stand-alone listing UNE account, after port.

- Issues order to release telephone number in NPAC by Due Date minus one.

- Unlocks E911 database when order completed.

- Removes old Loop facility after Frame Due Time.

- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

NNSP-L

- Sends confirmation to NLSP of LSR Due Date.

- Installs Loop facility to NID/DEMARC.

- Establishes Directory Listing(s).

- Sends completion notice.

Appendix B – Terms

The following definitions and terms are used in these guidelines:

1. AGAUTH – Agency authorization. The data/record indicating that the end user has authorized the NLSP to act as his/her agent. See LOA, below.

2. Bundled Network Components – The categorization of both resold services and UNE-P.

3. Completion Notification – Document issued by a NSP to inform a LSP of the completion of work associated with a specific LSR.

4. Competitive Local Exchange Carrier (CLEC) – A local exchange carrier, as defined in 47 U.S.C. sec. 153 (26), operating in competition with one or more incumbent local exchange carriers.

5. Cramming – The practice of billing an end user for telephone or non-telephone related services not requested.

6. Customer Service Record (CSR) – (Also known as Customer Service Information or CSI) Documentation indicating the end user's name, address, contact telephone number, quantity of lines, services, features, and other information associated with an end user's account. The elements of a CSR are defined further in these guidelines insofar as what information about an end user should be provided to a new local service provider when an end user contemplates changing, or migrates to a new local service provider.

7. Directory Service Provider (DSP) – The provider of white page and/or yellow page listings.

8. End State – Description of how the service and equipment should look on completion of an LSR as requested by the LSP.

9. End User – The customer of the local exchange service provider who receives local exchange telephone services from that provider.

10. Hot Cut – Physically moving a working line from and old to a new phone system. As it applies in these guidelines, this function will be performed on the NSP-L's main distribution frame.

11. Incumbent Local Exchange Carrier (ILEC) – A local exchange carrier meeting the criteria set forth in 47 U.S.C. sec. 251(h).

12. Letter of Authorization (LOA) – Sometimes used in a general sense as the data/record indicating that the end user has authorized the NLSP to act as his/her agent. Also used to indicate a specific document signed by the end user providing the NLSP the necessary authority to act as the end user's agent. Other acceptable forms of LOA are defined in these guidelines.

13. Line Level – A term generally used to describe features or activities associated with a specific line (as opposed to "account level" which indicates features or activities that apply to all lines of an account).

14. Line Sharing – As defined by relevant orders and rules of the FCC . See, e.g, CC Docket Nos. 98-147 and 96-98, "Deployment of Wireline Services Offering Advanced Telecommunications Capability and Implementation of the Local Competition Provisions of the Telecommunications Act of 1996, Third Report and Order in CC Docket No. 98-147 and Fourth Report and Order in CC Docket No. 96-98" (rel. Dec. 9, 1999), FCC 99-355,para. 13; 47 C.F.R. Sec. 51.319(h)(3); Case 00-C-0127, Proceeding on Motion of the Commission to Examine Issues Concerning the Provision of Digital Subscriber Line Services. (Subject to PA review)

15. Line Splitting -- As defined by relevant orders and rules of the FCC See, e.g, CC Docket No. 00-65, "Application by SBC Communications, Inc., Southwestern Bell Telephone Company, And Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 to

Provide In-Region, InterLATA Services in Texas, Memorandum Opinion and Order"
(rel. June 30, 2000), FCC 00-238, para. 323-329; Case 00-C-0127, Proceeding on Motion
of the Commission to Examine Issues Concerning the Provision of Digital Subscriber
Line Services. (Subject to Pa review)

16. Local Number Portability (LNP) – As defined in 47 U.S.C. sec. 3(30) , the process by
which an end user can retain the same telephone number when migrating to a NLSP.

17. Local Preferred Intraexchange Carrier (LPIC) – The intraLATA carrier to which traffic
from a given telephone number is automatically routed when dialing in equal access
areas.

18. Local Service Confirmation (LSC) – Document issued by the NSP to inform the LSP of
the confirmed scheduled completion date for work effecting specific telecommunications
service activities such as unbundled loop connections.

19. Local Service Provider (LSP) – The local exchange carrier that interacts directly with the
end user and provides local exchange telecommunications services to that end user. A
local service provider can also be a network service provider. NLSP indicates "new"
local service provider, and OLSP indicates "old" local service provider.

20. Local Service Provider Authorization Number (LSPAN) – Authorization control number
provided by the OLSP to the NLSP. The NLSP includes the LSPAN on the LSR sent to
the new/old NSP in reuse situations.

21. Local Service Request (LSR) – Document used among LSPs and NSPs to install, change,
and/or disconnect services. The LSR is sent by an LSP to an NSP, for example, to request
the activation of number portability, the installation of an Unbundled Loop facility, or the
disconnect of loop facilities and migration of a number.

22. Loss Notification – The process by which the ONSP notifies the OLSP of the end user
loss upon completion of a request.

23. Network Service Provider (NSP) – The carrier that interacts with LSPs and provides the facilities and equipment components needed to make up an end user's telecommunications service. A network service provider can also be a local service provider. NNSP indicates "new" network service provider, and ONSP indicates "old" network service provider.

24. Order and Billing Forum (OBF) – A forum of the Carrier Liaison Committee, a committee acting under the Alliance for Telecommunications Industry Solutions (ATIS). OBF provides a forum to identify, discuss and resolve national issues affecting ordering, billing, provisioning and exchange of information about access service, other connectivity and related matters.

25. Preferred Interexchange Carrier (PIC) – The interLATA carrier to which traffic from a given location is automatically routed when dialing 1+ in equal access areas.

26. Slamming –The practice of changing an end user's carrier selection without the end user's knowledge or explicit authorization, in violation of section 258 of the Telecommunications Act of 1996(Add appropriate PA information)

27. Service Configuration – Identification of the service platform currently used by the end user (e.g., resale, unbundled loop, retail, UNE-P).

28. Transition Information – Information about the current providers of various service components to the end user (e.g., loop, directory service).

29. Unbundled Network Elements – Elements of the network as defined by the Federal Communications Commission and the Pennsylvania Public Utility Commission to which incumbent local telephone companies must make available unbundled access to competitors.

30. Unbundled Network Elements Platform (UNE-P) – The combination of specific unbundled network elements used by a competing carrier to provide local exchange and associated switched exchange access service. as defined in the Verizon PA 216 tariff.

Appendix C – FCC/FTC Statement on Deceptive Advertising

The following is a summary of the Federal Communications Commission/Federal Trade Commission's joint statement on deceptive advertising as of June 2000. The full version of this statement (22 pages) is available at the following internet web site: http://www.fcc.gov/Bureaus/Enforcement/Orders/2000/fcc00072.txt.

In recent years there has been an explosion in competition and innovation in the telecommunications industry. Long-distance customers have reaped substantial benefits in the form of greater choice in deciding which carrier to use and a greater diversity in the prices charged for those calls.

Numerous carriers, both large and small, promote their services through national television, print, and direct mail advertising campaigns. Because no one plan is right for everyone, advertising plays a critical role in informing consumers about the myriad choices in long-distance calling and, in the case of dial-around services, advertising is generally the only source of information consumers typically have before incurring charges. With accurate information, consumers benefit from being able to choose the particular carrier that meets their long-distance calling needs at the most economical price. However, if consumers are deceived by the advertising claims, they cannot make informed purchasing decisions and ultimately the growth of competition in the long-distance market will be stifled.

The proliferation of advertisements as well as an increase in the number of complaints regarding how these services are promoted, have raised questions about how the principles of truthful advertising apply in this dynamic marketplace.

Section 201(b) of the Communications Act requires that practices in connection with communications service shall be just and reasonable, and any practice that is unjust or unreasonable is unlawful. The FCC has found that unfair and deceptive marketing practices by common carriers constitute unjust and unreasonable practices.
This Policy Statement, based on the principles of truth in advertising developed by the FTC under the FTC Act, provides specific guidance for long distance advertising. Its essential elements are listed below.

1. <u>Once an advertisement makes a claim, the advertiser is responsible for the truthfulness of the representation and for substantiating the representation, regardless of whether the advertiser intended to convey those messages to consumers.</u>

2. <u>In situations where an advertisement makes claims that are not directly false but might be misleading in the absence of qualifying or limiting information, advertisers are responsible both for making any necessary disclosures and for ensuring that they are clear and conspicuous.</u>

3. <u>Any significant conditions or limitations on the availability of the advertised rates should be clearly and conspicuously disclosed</u>. Examples of such restrictions would include limitations on the time of day or day of the week that the rate applies or the fact that the rate is good only during a limited promotional or sale period.

4. <u>The advertiser should clearly and conspicuously disclose whether the advertised service includes in-state calls, and the fact that such calls are charged at a higher rate, if such is the case.</u> Many long-distance services and plans are limited to state-to-state calls. The disclosure of this information is particularly important because in-state long-distance rates are often substantially more expensive than state-to-state rates, a fact that may be surprising and significant to reasonable consumers.

5. <u>Advertisers should also exercise care to adequately explain phrases such as "basic rates" in their ads.</u> A telecommunications professional may understand the term "basic rate" to refer to a specific class of tariffed service, which may be billed at the most expensive rates. However, the typical consumer would likely interpret the phrase differently. When making claims using such terms as "basic rates" or "regular rates," advertisers should be mindful that those terms will be evaluated from the point of view of the reasonable consumer, and may be deceptive.

6. <u>An advertiser must have a reasonable basis for any representations comparing the advertiser's price to the prices of its competitors.</u> By representing a competitor's rates, an advertiser is making an implied claim that these rates are reasonably current.

7. <u>The fact that information about significant limitations or restrictions on advertised prices may be available by calling a toll-free number or a clicking on a Web site is generally insufficient to cure an otherwise deceptive price claim in advertising.</u> Advertisers are encouraged to use customer service numbers and Internet sites to offer consumers more information, but these sources cannot cure misleading information in the ad itself.

8. When the disclosure of qualifying information is necessary to prevent an ad from being deceptive, that information should be presented clearly and conspicuously so that it is actually noticed and understood by consumers.

Disclosures should be effectively communicated to consumers. A fine-print disclosure at the bottom of a print ad, a disclaimer buried in a body of text unrelated to the claim being qualified, a brief video superscript in a television ad, or a disclaimer that is easily missed on an Internet Web site is not likely to be effective. To ensure that disclosures are effective, advertisers should use clear and unambiguous language, avoid small type, place any qualifying information close to the claim being qualified, and avoid making inconsistent statements or using distracting elements that could undercut or contradict the disclosure. Factors used in determining whether a disclosure is clear and conspicuous are:

- Prominence Disclosures that are large in size, are emphasized through a sharply contrasting color, and, in the case of television advertisements, remain visible and/or audible for a sufficiently long duration are likely to be more effective than those lacking such prominence. The FTC's experience consistently demonstrates that fine-print footnotes and brief video superscripts are often overlooked. The disclosure should also be prominent enough so that typical consumers will actually *read* and *understand* it in the context of an actual ad.

- Proximity and Placement The effectiveness of disclosures is ordinarily enhanced by their proximity to the representation they qualify. Placement of qualifying information away from the triggering representation -- for example, in footnotes, in margins, or on a separate page of a multi-page promotion -- reduces the effectiveness of the disclosure. The use of an asterisk will generally be considered insufficient to draw a consumer's attention to a disclosure placed elsewhere in an ad.

- Absence of Distracting Elements Even if a disclosure is large in size and long in duration, other elements of an advertisement may distract consumers so that they may fail to notice the disclosure. Advertisers should take care not to undercut the effectiveness of disclosures by placing them in competition with other arresting elements of the ad.

- Factors Relating Specifically to Television Ads Other considerations specific to television ads include volume, cadence, and placement of any audio disclosures.

Disclosures generally are more effective when they are made in the same mode (visual or oral) in which the claim necessitating the disclosure is presented. Research suggests that disclosures that are made simultaneously in both visual and audio modes generally are more effectively communicated than disclosures made in either mode alone. In television ads, a disclosure that includes both a sufficiently large superscript and a voice-over statement is likely to be more effective than a superscript alone.

Appendix E – Sample CSR/CSI Request Form

The form and associated field descriptions are on the following pages.

Customer Service Information Request

Administrative Section

To:

Date & Time Request Sent: _____

Transaction Number: _____

Type of Service ☐ Business ☐ Residential

Requesting Company Contact

Requesting Company Name: _____

Initiator Name/Contact Tel # _____

Address: _____

Fax #: _____

E-Mail: _____

Means of Response to Requesting Company

Preferred Means of
Response w/Contact Info: _____

Alternate Means of
Response w/Contact Info:

* Default Response (FAX) _____

* ATTENTION: _____

* Default Response is Required To Be Acceptable

End User Authorization Obtained? Yes ☐   ☐ **Circuit ID is requested if Circuit is reusable**

Customer Location (End User)

Name: _____

Service Address _____

City, State _____

Number Section

BTN _____

Response Reasons and Codes

Response ID _____

Response Descriptions   **RESPC**

  Account Tel. No. and/or Customer Location Not Found   001

  Customer Supplied Account Information For Requested Account Does Not Match Active Account   018

  Account Exceeds Maximum Page or Fax Limit   052

  Required Requesting Company Contact Information Incomplete   501

Remarks _____

Customer Service Information Request Field Descriptions

	Administrative Section
To	Receiving Company Name
(Required Field)	
Date and Time Request Sent *(Required Field)*	**Date and Time Requesting Company sends request to receiving company.**
Transaction Number *(Required Field)*	Identifies the Requesting Company Tracking Number to link the inquiry with the response.
Type of Service: **Business** **Residential** *(Required Field*	The Business or Residential indicator is required to determine how to appropriately route the request.

	Requesting Company Contact Section
Requesting Company Name *(Required Field*	Name of company requesting Customer Service Information
Initiator Name: *(Required Field)*	Who, within the Requesting Company, is placing this request and will serve as the company contact. This may be an individual, group or office name as appropriate.
Contact Telephone #: *(Required Field)*	Initiator's Business Contact number
Address: *(Required Field)*	Initiator's Business Address Include Street #, Street Name, City, State and Zip Code. Provide Office # and/or Bldg # as appropriate
Fax #: *(Optional Field)*	Initiator's Business Fax number. Either Fax # or E-Mail or both should be completed as appropriate. If Fax # is not an appropriate means of contacting the initiator, place N/A in this field
E-Mail: *(Optional Field)*	Initiator's Business E-Mail ID. Either Fax # or E-Mail or both should be completed as appropriate. If E-Mail is not an appropriate means of contacting the initiator, place N/A in this field

	Means of Response to Requesting Company Section
Preferred Means of Response w/ Contact Info: *(Required Field)*	See intent in Section IV D of CLEC to CLEC End User Migration Guidelines
Alternate Means of Response w/ Contact Info: *(Optional Field)*	See intent in Section IV D of CLEC to CLEC End User Migration Guidelines
Default Response: FAX ATTENTION *(Required Fields)*	Default means of response is always FAX. Both FAX number and to whose attention the fax should be brought are to be included. These fields are required in order for the form to be accepted by the responding company.
End User Authorization Obtained: Yes *(Required Field)*	See Section IV B of CLEC to CLEC End User Migration Guidelines
Circuit ID Request Yes *(Conditional Field)*	Indicates that requesting LEC has the requisite End User Authorization, will be migrating the account and desires to reuse the circuit(s). Receiving LEC must either provide the Circuit ID information for each line (on a line by line basis which provides the TXNU-TN relationship) which certifies the circuit is reusable, or note the circuit(s) is/are not reusable
	Customer Location (End User) Section
Name *(Required Field)*	Account Name
Service Address *(Required Field)*	Account Street Number and Address
City, State *(Required Field)*	Account City Account State

	Number Section
BTN	Billed Telephone Number – Primary telephone number on account.
(Required Field)	

(Optional Fields)	**Response Reasons and Codes**
	The following Response Code (RESPC) and Response Description (RESPD) fields are based on the resolution of OBF issue 2034, which will be incorporated in LSOG 5, published August 9 2000:
Response Identifier	*Identifies the response number assigned by the provider to relate*
(Optional Field)	*subsequent activity.*

RESPC	**Response Description (RESPD)**	**Comments**
When appropriate, the relevant Response Code should be circled and the form returned to the Requesting Company by the Responding Company		
001	Account Tel No. and/or Customer Location Not Found	*Responding Company cannot locate this account based on the Telephone Number and/or Customer Location information that has been provided by Requesting Company*
018	Customer Supplied Account Information For Requested Account Does Not Match Active Account	To be used if Account Telephone Number and End User Name and Address don't match the active account information
052	Account Exceeds Maximum Page or Fax Limit	Used in cases where the Customer Account Information is too large to be faxed (over 20 pages) and the Responding Company wants to arrange for mailing. For example, This could happen with large Business accounts.
501	Required Requesting Company Contact Information Incomplete	Blank required fields exist in the Requesting Company Contact Section of the form.

Appendix F – Sample CSR/CSI Response Form

The form and associated field descriptions are on the following pages.

Customer Service Record Response

Administrative Section:

A1.	**To: Company Name**	
A2.	**Attention:**	
A3.	**Response Identifier (Optional Field)**	
A4.	**Requesting LSPs Transaction Number**	
A5.	**Service Provider ID**	

CSR Data Elements Section:

1.	**BTN (Billing Telephone Number) (Identify as Res or Bus)**	
2.	**Billing Name**	
3.	**Billing Address**	
4.	**Business or Residence Name (If different than Billing Name)**	
5.	**Service Address (If different than Billing Address))**	

6.	Features (USOC / English) Description	
7.	BTN and WTNs w/ vertical features (i.e.: Hunting, Custom Calling, Voice mail, Remote Call Forwarding, etc.)	
8.	Current PICs (Inter/IntraLATA) including PIC Freeze / Restrictions	
9.	Options – (i.e.: 900, 700 Blocking, Toll Blocking, etc.)	
10.	Service Configuration (i.e., Resale, UNE-P, Loop and Number Portability, Number Portability only, etc. and TXNU on a TN by TN basis)	
11.	Directory Listing Information	
12.	Line Sharing / Line Splitting (if applicable)	(Yes or No)
13.	Data Information	

Customer Service Record Response Field Descriptions

Administrative Section:

A.1	**To: Company Name** *(Required Field)*	Name of company requesting Customer Service Information
A.2	*Attention:* *(Required Field)*	Name and Number provided on CSIR – see Appendix E – from "Preferred Response" field (e-mail, fax, US Mail).
A3.	**Response Identifier** *(Optional Field)*	Identifies the response number assigned by the provider to relate subsequent activity.
A4.	**Requesting LSPs Transaction Number** *(Required Field)*	Identifies the Requesting Company Tracking Number to link the inquiry with the response.
A5.	**Service Provider ID** **(Required Field)**	Where the LSR should be sent

CSR Data Elements Section:

1.	**BTN (Billing Telephone Number)** **(identify as Res or Bus)** *(Required Field)*	Billed Telephone Number – Primary telephone number on account. (BTN could be different than BTN supplied on CSIR by requesting LSP)
2.	**Billing Name** *(Required Field)*	Billing Name
3.	**Billing Address** *(Required Field)*	Billing Address (Address where account bills are sent)
4.	**Business or Residence Name** **(If different than Billing Name)** *(Required Field)*	Account Name
5.	**Service Address** **(If different than Billing Name)** *(Required Field)*	Service Address (Address where service is installed / working)

6.	Feature (USOC / English) Description *(Required Field when features exist on account)*	Features (USOC / with English Description) ordered on a customer's account (e.g., call waiting, call return, voice mail, inside wire, hunting etc.)
7.	BTN and WTNs (Working Telephone Numbers) with vertical features (i.e.: Hunting, Custom Calling, Voice Mail, Remote Call Forwarding, etc.) *(Required Field)*	BTN and WTNs will be listed along with the features for each number on account record. Note: Hunting and Remote Call Forwarding Numbers (when applicable) may take longer to provide. Remote Call Forwarding number will be provided as part of Transition Information
8.	Current PICs (Inter/IntraLATA) including PIC Freeze / Restrictions *(Required Field)*	
9.	Options – (i.e.: 900, 700 Blocking, Toll Blocking, etc.) *(Required Field)*	
10.	Service Configuration (i.e., Resale, UNE-P, Loop and Number Portability, Number Portability only, etc.) *(Required Field)*	See Table below: Service Configuration Values Some CLECs may provide Service Configuration as a component of the CSR. If the Circuit ID box is checked on the Customer Service Information Request form, either the Circuit ID(s)/TXNU must be provided on a TN by TN basis (with clear association) or a notation that the circuit is not reusable must be included in this section.
11.	Directory Listing Information *(Required Field)*	Directory listing information will be provided with the CSR and may be as a separate document
12.	Line Sharing / Line Splitting (if applicable) *(Required Field)*	(Yes or No)
13.	Data Information	To be defined later

Service Configuration Values		
Valid Values	OBF definition	Implied Meaning
A	Loop	UNE-Loop only, LSP is NSP for switch
B	Loop with NP using INP	UNE-Loop and Interim Number Portability
C	Number portability using INP	Interim Number Portability (e.g. Remote Call Forward) is being used.
D	Facilities Based	LSP provides end to end service (LSP is the NSP for switch and loop*)

*Loop includes loop arrangements where the loop is not migrate-able (e.g., T1, line share exists) |
E	Resale	Total Service Resale – LSP uses another NSP for both switch and loop.
F	Unbundled local switching (port)	Switch only
M	Combined loop and unbundled local switching (port)	UNE-Platform – LSP use another NSP for both switch and loop.

Appendix G - Local Service Request Orders

A Local Service Request (LSR) order is defined by multiple forms, which make up an order. The Local Service Ordering Guidelines, version 4 (LSOG 4) is the baseline document for the forms and definitions contained in this document, deviations are noted. The LSOG is defined by the Ordering and Billing Forum (OBF), which is a national forum, managed by Alliance for Telecommunication Industry Solutions (ATIS).[1] The business rules, as documented here, have been determined to meet the minimal requirements for orders to be processed by CLECs in New York State and are not superseded by the OBF references below. The legend for this document identifies how this information is presented.

Each LSR order must contain the following forms:

1. Local Service Request Form[2] - supplies information required for administrative, billing and contact details.
2. End User Information Form[3] - supplies end user information, e.g. service address, etc.
3. The above forms must be accompanied by one of the following service specific forms:
4. Loop Service Form [4] – used to order Unbundled Network Element – Loop (UNE-L) or advise of UNE-L reuse
   A. Number Portability Form [5] – used to port a telephone number from another Network Service Provider (NSP)
   B. Loop Service with Number Portability Form [6] - used to order UNE-L or advise of UNE-L reuse, and port a telephone number from another NSP loop provider

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[1] For more information on the OBF processes and documentation, please contact the ATIS - OBF Manager at 202-628-6380 or information may be obtained from the ATIS website: http://www.atis.org/.

[2] OBF reference LSR-071 - Local Service Request Form Preparation Guide

[3] OBF reference LSR-072 - End User Information Form Preparation Guide

[4] OBF reference LSR-073 - Loop Service Form Preparation Guide

[5] OBF reference LSR-074 - Number Portability Form Preparation Guide

[6] OBF reference LSR-075 - Loop Service with Number Portability Form Preparation Guide

Local Service Request Order Matrix Legend

The following describes how the columns in the LSR spreadsheets are used:

No.	Identifies the field number of the data element on the associated form
Field Name	Represents the field abbreviation used for the data element
OBF Field Description	Contains the LSOG 4 OBF field name and data element definition – deviations from LSOG 4 will be noted.
OBF Format	Contains the maximum field length and format defined for this data element
Usage	Identifies the usage requirements as defined for CLEC to CLEC migrations
Notes	Contains clarifying notes or requirements as applicable for CLEC to CLEC migrations
Comments	While document is being developed, this column to capture comments from participants and to document open items. When document is complete, this column may not be needed.

The following describes the **Usage** values:

Required	Identifies fields that MUST be populated.
Conditional	Identifies fields that are conditionally required. The business rule for population will be document in the **Notes** column of the matrix.
Not required	Identifies fields that may be applicable but not required. Recommended usage may be populated in the **Notes** column of the matrix.

The following abbreviations are used to describe the recommended **OBF Format**:

"a"	Alpha characters only
"n"	Numeric characters only
"a/n"	May contain alpha or numeric characters

Local Service Request Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
1	CCNA	**Customer Carrier Name Abbreviation** Identifies the COMMON LANGUAGE Interconnection Access Code (IAC) for the customer submitting the LSR and receiving the response.	3 a	Required	This field will contain the ACNA code of the new LSP.
2	PON	**Purchase Order Number** Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement.	16 a/n	Required	
3	VER	**Version Identification** Identifies the customer's version number.	2 a/n	Conditional	Optional on the first send of an LSR. Unique value required on all subsequent LSRs using the same PON. Valid entries may be AA-ZZ or 00-99.
4	LSR NO	**Local Service Request Number** Identifies the number that may be generated by the provider's mechanized systems, pre-assigned to the customer by the provider or manually assigned by the provider to identify a customer's request for service.	18 a/n	Not required	
5	LOCQTY	**Location Quantity** Identifies the number of service locations for the service requested.	3/n	Not required	Not applicable. Only one service address is allowed for CLEC LSR request.
6	HTQTY	**Hunt Group Quantity** Identifies the quantity of hunt groups associated with this service request.	2/n	Not required	
7	AN	**Account Number** Identifies the main account number assigned by the NSP.	20 a/n	Not required	
8	ATN	**Account Telephone Number** Identifies the account telephone number assigned by the NSP.	12 n	Required	Source of this would be the BTN on the old LSP's CSR.
9	SC	**Service Center** Identifies the Provider's Service Center.	4 a/n	Not required	
10	PG _ of _	**Page of #** Identifies the page number and total number of pages contained in this request.	4 n	Conditional	Field applicable for manual processes including paper and fax.
11	D/T SENT	**Date and Time Sent** Identifies the date and time that the Local Service Request is sent by the customer.	17 a/n	Required	Format: Century, Year, 2 Digit Month, Day, Hour, Minute (CCYY-MM-DD HHMM). This time would reflect when the time zone of the end user. This may not reflect actual order transmission.
12	DSPTCH	**Dispatch Required** Indicates a dispatch is required.	1 a	Not required	
13	DDD	**Desired Due Date** Identifies the customer's desired due date.	10 a/n	Required	Format: Century, Year, 2 Digit Month, Day, Hour (CCYY-MM-DD)

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
14	APPTIME	**Appointment Time** Identifies the time period during which the end user's service will be established and/or a technician is scheduled to visit the end user's premises.	11 a/n	Not required	
15	DDDO	**Desired Due Date – Out** Identifies the customer's desired due date for suspension or disconnection of service.	10 a/n	Not required	
16	APPTIME	**Appointment Time** Identifies the time period during which the end user's service will be established and/or a technician is scheduled to visit the end user's premises.	11 a/n	Not required	
17	DFDT	**Desired Frame Due Time** Identifies desired frame cutover time.	6 a/n	Required	Format: 2 Digit Hour, Minute & AM/PM
18	PROJECT	**Project Identification** Identifies the project to which the request is to be associated.	16 a/n	Conditional	The definition of project varies by provider. Project field may be used to indicate prenegotiated special handling is requested, as opposed to normal operations. Use of this field needs to be mutually understood. The use of this field, may or may not affect due date intervals.
19	CHC	**Coordinated Hot Cut** Identifies that the customer is requesting near seamless cutover activity.	1 a	Conditional	Applicable when reusing facilities. **Valid entry:** Y
20	REQTYP	**Requisition Type** Identifies the type of service being requested and the status of the request.	2 a	Required	**Valid entries 1st Character** (identifies which service specific form is to be sent): A=Loop (identifies loop reuse) B=Loop with NP (Port TN and identifies loop reuse) C=Number Portability (Port TN only) **2nd Character:** B=Firm Order
21	ACT	**Activity** Identifies the activity involved in this service request.	1 a	Required	Values supported would be based on the services being requested **Valid entries:** V = Conversion to new LSP C = Change/Partial Disconnect, D = Disconnect
22	SUP	**Supplement Type** A supplement is any new iteration of an LSR. The entry in the SUP field identifies the reason for which the supplement is being issued.	1 n	Conditional	**Valid entries:** 1=Cancel, 2=New Desired Due Date only, 3= Other When valid entry of "3" is used, the REMARKS field must be populated.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
23	EXP	**Expedite** Indicates that expedited treatment is requested and any charges generated in provisioning this request (e.g., additional engineering charges or labor charges if applicable) will be accepted.	1 a	Not required	Not all providers may not be able to meet an expedite request. **Valid entry:** Y=Yes
24	AFO	**Additional Forms** Indicates which additional forms are being submitted with this request.	5 a	Not required	
25	RTR	**Response Type Requested** Identifies the type of response requested by the customer.	1 a	Not required	
26	CC	**Company Code** Identifies the Exchange Carrier requesting service.	4 a/n	Required	Contains the SPID of the new LSP.
27	NNSP	**New Network Service Provider Identification** Identifies the Number Portability Administration Center (NPAC) Service Provider Identifier (SPI) of the new Network Service Provider.	4 a/n	Conditional	On porting orders, must contain the SPID of the new NSP when it is different from that provided in the CC field.
28	ONSP	**Old Network Service Provider** Identifies the NPAC SPI of the current Network Service Provider.	4 a/n	Not required	
29	AENG	**Additional Engineering Authorization** Indicates that if additional engineering is required, an estimate of the charges is to be forwarded to the initiator of the request.	1 a	Not required	
30	ALBR	**Additional Labor Authorization** Indicates that additional labor is requested and charges will be accepted in conjunction with this Service Request, (e.g., Sunday or out of normal business hour installation is being requested).	1 a	Not required	
31	SCA	**Special Construction Authorization** Indicates pre-authorization for special construction.	1 a	Not required	
32	AGAUTH	**Agency Authorization Status** Indicates that the customer is acting as an end user's agent and has authorization on file.	1 a	Required	**Valid entry:** Y = Yes - indicates authorization is on file
33	DATED	**Date of Agency Authorization** Identifies the date appearing on the agency authorization that was previously submitted to the provider.	10 a/n	Not required	This field is recommended. Orders will not be rejected if this field is not populated. If populated, this field must not be edited by the receiving company. It is supplied for end user customer care purposes, to validate who supplied authorization for the migration. Only used if migration is question by the end user.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
34	AUTHNM	**Authorization Name** Identifies the end user who signed the authorization.	15 a/n	Not required	This field is recommended. Orders will not be rejected if this field is not populated. If populated, this field must not be edited by the receiving company. It is supplied for end user customer care purposes, to validate who supplied authorization for the migration. Only used if migration is question by the end user.
35	PORTTYP	**Port Type** Identifies the type of unbundled port ordered from the provider.	1/a	Not required	
36	ACTL	**Access Customer Terminal Location** Identifies the CLLI code of the customer facility terminal location or designated collocation area. The CLLI code will have been previously assigned.	11 a/n	Not required	
37	AI	**Additional Point of Termination Indicator** Identifies whether the APOT field contains a CLLI code or a narrative.	1 a	Not required	
38	APOT	**Additional Point of Termination** Further identifies the physical ACTL Point of Termination.	11 a/n	Not required	
39	LST	**Local Service Termination CLLI** Identifies the CLLI code of the end office switch from which service is being requested.	11 a/n	Not required	
40	LSO	**Local Service Office** Identifies the NPA/NXX of the local or alternate serving central office of the customer location or primary location of the end user.	6 n	Not required	
41	TOS	**Type of Service** Identifies the type of service for the line ordered.	4 a/n	Required	This field would be used to identify the Old LSP classification as Business or Residence used for internal routing of orders. Valid entries in the first position are: 1 = Business, 2 = Residence.
42	SPEC	**Service Product Enhance Code** Identifies a specific product or service offering.	5 a/n	Not required	
43	NC	**Network Channel Code** Identifies the network channel code for the circuit(s) involved. The network channel code describes the channel being requested.	4 a/n	Not required	
44	PBT	**Pot Bay Type** Identifies the type of collocation arrangement for this service request.	1 a	Not required	
45	NCI	**Network Channel Interface Code** Identifies the electrical conditions on the circuit at the ACTL/Primary Location.	12 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
46	CHANNEL	**Channel Code** Identifies the type of channel associated with this request.	6 a/n	Not required	
47	SECNCI	**Secondary Network Channel Interface Code** Identifies the electrical conditions on the circuit at the secondary ACTL or end user location.	12 a/n	Not required	
48	RPON	**Related Purchase Order Number** Identifies the PON of a related service request.	16 a/n	Conditional	Used if there is a related PON
49	RORD	**Related Order Number** Identifies a related provider order number	20 a/n	Conditional	For porting orders involving the reuse of a UNE-Loop (REQTYP = AB or BB) from an ILEC, this field should contain the NSP-Loop service order number from the UNE-Loop order submitted to the NSP-loop.
50	LSP AUTH	**Local Service Provider Authorization** Indicates the carrier code of the Local Service Provider that is providing existing service and has authorized the change to a new service provider.	4 a/n	Not required	
51	LSP AUTH DATE	**Local Service Provider Authorization Date** Identifies the date that appears on the LSP authorization previously provided to the new service provider.	10 a/n	Not required	
52	LSP AUTH NAME	**Local Service Provider Authorization Name** Identifies the name of the person who signed the authorization letter.	15 a/n	Not required	
53	LSPAN	**LSP's Authorization Number** Identifies the LSP's authorization number.	16 a/n	Not required	
54	CIC	**Carrier identification Code** Identifies the numeric code of the initiating local service provider.	4 n	Not required	
55	CUST	**Customer Name** Identifies the name of the customer who originated this request when that customer has not been assigned a CCNA.	25 a/n	Not required	
56	BI1	**Billing Account Number Identifier 1** Identifies the service type of the Billing Account Number (BAN).	1 a	Not required	
57	BAN1	**Billing Account Number 1** Identifies the billing account to which the recurring and non-recurring charges for this request will be billed.	13 a/n	Not required	
58	BI2	**Billing Account Number Identifier 2** Identifies the service type of the Billing Account Number (BAN).	1 a	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
59	BAN2	**Billing Account Number 2** Identifies the billing account to which the recurring and non-recurring charges for this request will be billed.	13 a/n	Not required	
60	ACNA	**Access Customer Name Abbreviation** Identifies the COMMON LANGUAGE code of the customer to which the bill is to be rendered.	3 a/n	Not required	
61	EBD	**Effective Bill Date** Identifies the effective date to begin or cease billing when the billing date is different from the desired due date.	10 a/n	Not required	
62	CNO	**Case Number** Identifies the Case Number assigned by the Provider in response to a Diversity Inquiry Request.	12 a/n	Not required	
63	NRI	**Negotiated Rate Indicator** Indicates that the Customer has negotiated special billing arrangements for this service.	1 a	Not required	
64	BILLNM	**Billing Name** Identifies the name of the person, office or company to whom the customer has designated that the bill be sent.	25 a/n	Not required	
65	SBILLNM	**Secondary Bill Name** Identifies the name of a department or group within the designated BILLNM entry. May also be used to specify the end user customer as identified in field entry "SAN", Subscriber Authorization Number used by the customer in conjunction with billing its customer.	25 a/n	Not required	
66	TE	**Tax Exemption** Indicates that the customer has submitted a tax exemption form to the provider.	1 a	Not required	
67	EBP	**Extended Billing Plan** Identifies the request for establishing or removing installment billing of non-recurring charges that may be offered by a provider.	6 a/n	Not required	
68	STREET	**Street Address** Identifies the street of the billing address associated with the billing name.	25 a/n	Not required	
69	FLOOR	**Floor** Identifies the floor for the billing address associated with the billing name	4a/n	Not required	
70	ROOM	**Room** Identifies the room for the billing address associated with the billing name	6 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
71	CITY	**City** Identifies the city, village, township, etc. of the billing address associated with the billing name	25 a	Not required	
72	STATE	**State/Province** Identifies the two character postal code for the state/province of the billing address associated with the billing name.	2 a	Not required	
73	ZIP CODE	**Zip Code** Identifies the zip code or postal code of the billing address associated with the billing name	10a/n	Not required	
74	BILLCON	**Billing Contact** Identifies the name of the person or office to be contacted on billing matters.	15 a/n	Not required	
75	TEL NO	**Telephone Number** Identifies the telephone number of the billing contact.	17 n	Not required	
76	VTA	**Variable Term Agreement** Identifies the duration, identifying USOC, contract date or contract identification number of any variable term agreement that may be offered by a provider.	17 a/n	Not required	
77	INIT	**Initiator Identification** Identifies the customer's representative who originated this request.	15 a/n	Required	Person Responsible for LSR
78	TEL NO	**Telephone Number** Identifies the telephone number of the initiator.	17 n	Required	Telephone number of Person Responsible for LSR
79	EMAIL	**EMAIL Address** Identifies the electronic mail address of the initiator.	60 a/n	Conditional	If available, E-Mail of Person Responsible for LSR
80	FAX NO	**Facsimile Number** Identifies the fax number of the initiator.	12 a/n	Required	Fax Telephone number of Person Responsible for LSR
81	STREET	**Initiator Street Address** Identifies the initiator's street address.	25 a/n	Not required	
82	FLOOR	**Floor** Identifies the floor of the initiator's address	4 a/n	Not required	
83	ROOM/MAIL STOP	**Room/Mail Stop** Identifies the room of the initiator's	10 a/n	Not required	
84	CITY	**City** Identifies the city, village, township, etc. of the initiator's address	25 a	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
85	STATE	**State/Province** Identifies the two character postal code of the state/province of the billing address associated with the billing name.	2 a	Not required	
86	ZIP CODE	**Zip Code** Identifies the zip code or postal code of the billing address associated with the billing name.	10 a/n	Not required	
87	IMPCON	**Implementation Contact** Identifies the customer's representative or office responsible for control of installation and completion.	15 a/n	Not required	
88	TEL NO	**Telephone Number** Identifies the telephone number of the implementation contact.	17n	Not required	
89	PAGER	**Pager Number** Identifies the pager number of the implementation contact.	25 a/n	Not required	
90	ALT IMPCON	**Alternate Implementation Contact** Identifies the customer's alternative representative or office responsible for control of installation and completion.	15 a/n	Not required	
91	TEL NO	**Telephone Number** Identifies the telephone number of the alternate implementation contact.	17 n	Not required	
92	PAGER	**Pager Number** Identifies the pager number of the alternative implementation contact.	25 a/n	Not required	
93	DSGCON	**Design/Engineering Contact** Identifies the representative of the customer or agent that should be contacted on design/engineering matters.	15 a/n	Not required	
94	DRC	**Design Routing Code** Identifies the customer location routing code for the transmission of the Design Layout Report for this request.	3 a/n	Not required	
95	TEL NO	**DSG Telephone Number** Identifies the telephone number of the design/engineering contact.	17n	Not required	
96	FAX NO	**DSG Facsimile Number** Identifies the fax number of the design/engineering contact.	12 n	Not required	
97	EMAIL	**Electronic Mail Address** Identifies the electronic mail address of the design/engineering contact.	60 a/n	Not required	
98	STREET	**Street Address** Identifies the street address for the design/engineering contact.	25 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
99	FLOOR	**Floor** Identifies the floor of the design/engineering contact's address	4 a/n	Not required	
100	ROOM/MAIL STOP	**Room/Mail Stop** Identifies the room or mail stop of the design/engineering contact's address	10 a/n	Not required	
101	CITY	**City** Identifies the city, village, township, etc., of the design/engineering contact's address	25 a	Not required	
102	STATE	**State / Province** Identifies the two character postal code for the state/province of the design/engineering contact's address.	2 a	Not required	
103	ZIP CODE	**Zip Code** Identifies the zip code or postal code of the design/engineering contact's address	10 a/n	Not required	
104	REMARKS	**Remarks** Identifies a free flowing field which can be used to expand upon and clarify other data on this form	160 a/n	Conditional	Explanatory remarks to elaborate as required. If remarks are to be supplied, they should begin on the LSR form or noted here which form remarks are being supplied.
	HUNT Info	Hunting fields are included on the LSR form with LSOG 4. Hunting is not applicable for porting or loop orders.		Not required	This page of the LSR form will not be included with the LSR request.

End User Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
1	PON	**PON - LSP Purchase Number** Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement.	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	**Version Identification of PON** Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	**Account Number** Identifies the main account number assigned by the NSP.	20 a/n	Not Required	
4	ATN	**Account Telephone Number** Identifies the account telephone number assigned by the NSP.	12 n	Required	Need to be the same as that provided on the LSR form
5	DQTY	**Disconnect Quantity** Identifies the quantity of telephone numbers affected by this service request.	5 n	Conditional	This would apply to TNs that are to be disconnected, which are specified in the DISC NBR field(s). Disconnected TNs would only be supplied on the End User form.
6	PG _ of _	**Page Number Of** Identifies the page number and total number of pages contained in this request.	4 n	Required	Field applicable for manual processes including paper and fax.
7	LOCNUM	**Location Number** Identifies this service location number for the service requested.	3 n	Not required	
8	NAME	**End User Name** Identifies the name of the end user.	25 a/n	Required	From CSR
9	SAPR	**Service Address House Prefix** Identifies the prefix for the house number of the service address when grid type numbering is used.	5 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
10	SANO	**Service Address House Number** Identifies the house number of the service address.	8 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
11	SASF	**Service Address House Number Suffix** Identifies the suffix for the house number of the service address.	5 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
12	SASD	**Service Address Street Directional** Identifies the street directional for the service address.	2 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
13	SASN	**Service Address Street Name** Identifies the street name of the service address.	50 a/n	Required	May contain the street name component of a parsed street address if supplied or the full street address.
14	SATH	**Service Address Thoroughfare** Identifies the thoroughfare portion of the street name of the service address.	10 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
15	SASS	**Service Address Street Suffix** Identifies the suffix to the street name of the service address.	4 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
16	SADLO	**Service Address Descriptive Location** Identifies additional location information about the service address.	100 a/n	Not required	
17	FLOOR	**Floor** Identifies the floor of the end user location	4a/n	Conditional	Populate if applicable.
18	ROOM	**Room** Identifies the room for the service address location	9 a/n	Conditional	Populate if applicable.
19	BUILDING	**Building** Identifies the specific building of the end user location.	9 a/n	Conditional	Populate if applicable.
20	SALOC	**Service Address Locality** Identifies the city, village, township, etc. of the end user location	35 a	Required	
21	SAST	**State / Province** Identifies the two character postal code for the state/province of the end user location.	2 a	Required	
22	SAZC	**Zip Code** Identifies the zip code or postal code of the end-user location	10 a/n	Required	
23	LCON	**Local Contact** Identifies the local contact name for access to the service location.	15 a/n	Not required	
24	TEL NO	**Telephone Number** Identifies the telephone number of the local contact	17 a/n	Not required	
25	EUMI	**End User Moving Indicator** Indicates when the end user location is changing.	1 a	Not required	
26	ACC	**Access Information** Indicates the access instructions at the end user location.	115 a/n	Not required	
27	WSOP	**Working Service On Premises** Indicates if there is a working service at the end user location.	1a	Not required	
28	CPE MFR	**Customer Premises Equipment Manufacturer** Identifies the manufacturer of the CPE.	20 a/n	Not required	
29	CPE MOD	**Customer Premises Equipment Model** Identifies the model number of the CPE.	20 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	Usage
30	ERL	**End User Retaining Listing** Identifies the desire of the end user to have no changes made to their listings when changing local service providers.	Not required	
31	IBT	**ISDN BRI Type** Indicates the type of National ISDN BRI.	1 n	Not required	
32	IWO	**Inside Wiring Options** Identifies the requirement for inside wire services.	1 a	Not required	
33	IWBAN	**Inside Wire Billing Account Number** Identifies the billing account number for charges associated with inside wire.	13 a/n	Not required	
34	IWCON	**Inside Wire Contact** Identifies the name of the person to be contacted for inside wire.	25 a/n	Not required	
35	TEL NO	**Inside Wire Contact Telephone Number** Identifies the telephone number of the inside wire contact.	17 n	Not required	
36	EAN	**Existing Account Number** Identifies the end user's existing account number assigned by the current NSP.	20 a/n	Not required	
37	EATN	**Existing Account Telephone Number** Identifies the end user's account telephone number.	12 n	Not required	
38	FBI	**Final Bill Indicator** Indicates whether a final bill should be sent to either the existing billing address or a different address.	1 a	Not Required	May be provided if supplied by the end user to the new LSP. **Valid entries**: E = Existing, D = Different
39	BILLNM	**Billing Name** Identifies the end user bill name.	25 a/ n	Conditional	Required when the FBI is "D".
40	SBILLNM	**Secondary Bill Name** Identifies the name of a department or group within the designated BILLNM entry.	25 a/n	Conditional	Required when the FBI is "D" and applicable.
41	STREET	Final Bill Street Address Identifies the street of the billing address associated with the billing name.	25 a/n	Conditional	Required when the FBI is "D".
42	FLOOR	**Floor** Identifies the floor for the billing address associated with the billing name	4 a/n	Conditional	Required when the FBI is "D" and applicable.
43	ROOM	**Room** Identifies the room for the billing address associated with the billing name	9 a/n	Conditional	Required when the FBI is "D" and applicable.
44	CITY	**City** Identifies city, village, township, etc. of the billing address associated with the billing name	35 a	Conditional	Required when the FBI is "D".

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
45	STATE	**State/Province** Identifies the two character postal code for the state/province of the billing address associated with the billing name.	2 a/n	Conditional	Required when the FBI is "D".
46	ZIP CODE	**Zip Code** Identifies the zip code or postal code of the billing address associated with the billing name	10 a/n	Conditional	Required when the FBI is "D".
47	BILLCON	**Billing Contact** Identifies the name of the person or office to be contacted on billing matters	15 a/n	Conditional	Required when the FBI is "D" and applicable.
48	TEL NO	**Telephone Number** Identifies the telephone number of the billing contact.	17 n	Conditional	Required when the FBI is "D".
49	SSN	**Final Bill Social Security Number** Identifies the social security number of the end user in the BILLNM field.	11 a/n	Not required	
50	DNUM	**Disconnect Line Number** Identifies the line as a unique number and each additional occurrence as a unique number.	5 n	Conditional	Populate if TNs are to be disconnected. If used, this field will be populated with a unique reference number.
51	DISC NBR	**Disconnect Telephone Number** Identifies the end user telephone number to be disconnected.	12 n	Conditional	Populate if TNs are to be disconnected. Disconnected TNs would only be supplied on the End User form.
52	TER	**Terminal Number** Identifies a non-lead line in a multi-line hunt group.	8 a/n	Not required	
53	TC OPT	**Transfer of Call Options** Identifies the type of transfer of call option the end user has requested.	3 a/n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.
54	TC TO PRI	**Transfer of Calls To Primary Number** Identifies the telephone number to which calls are to be referred.	12 n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.
55	TC TO SEC	**Transfer of Calls To Secondary Number** Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	
56	TCID	**Transfer of Calls To Identifier** Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2 n	Not required	
57	TC NAME	**Transfer of Calls To Name** Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.
58	TC PER	**Transfer of Calls Period** Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.	10 a/n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
59	**REMARKS**	**Remarks** Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the End User form.

Loop Service with Number Portability Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
1	PON	**Purchase Order Number** Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request.	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	**Version Identification** Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	**Account Number** Identifies the main account number assigned by the NSP.	20 a/n	Not required	
4	ATN	**Account Telephone Number** Identifies the account telephone number assigned by the NSP.	12 n	Not required	Need to be the same as that provided on the LSR form
5	LQTY	**Loop Quantity** Identifies the quantity of loops involved in this service request.	5 n	Required	Indicates the number of loops being reused or disconnected
6	NPQTY	**Number Portability Quantity** Identifies the quantity of ported numbers involved in this service.	5 n	Required	Indicates the number of lines being ported
7	PG _ of _	**Page__ of __** Identifies the page number and total number of pages contained in this request.	4 n	Required	
8	LOCNUM	**Location Number** Identifies the service location number for the service requested	3 n	Not required	
9	LNUM	**Line Number** Identifies the line or trunk as a unique number and each additional occurrence as a unique number.	5 n	Required	This field will be populated with a unique reference number.
10	NPI	**Number Portability Indicator** Identifies the status of the number being ported.	1 a	Not required	Valid entries: A Port out reserved TN, B = Port out working TN
11	LNA	**Line Activity** Identifies the activity involved at the line level.	1 a	Required	Valid entries: V =Convert to new LSP (Reuse circuit)
12	CKR	**Customer Circuit Reference** Identifies the circuit number assigned by the customer.	41 a/n	Conditional	Required if the ECCKT field is not populated, otherwise prohibited. Populate with the Circuit ID/TXNU.
13	TSP	**Telecommunications Service Priority** Indicates the provisioning and restoration priority as defined under the TSP Service Vendor Handbook.	12 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
14	LRN	**Location Routing Number** Identifies a number used to uniquely identify a switch that has ported numbers and is used to route a call to the switch that owns the NPA-NXX portion of the LRN.	12 n	Not required	
15	TDT	**Ten Digit Trigger** Indicates the request for the activation of a ten digit trigger for local routing number portability.	1a	Conditional	Required when the NPT field is populated with "D".
16	SAN	**Subscriber Authorization Number** Identifies a number equivalent to the end user Purchase Order Number.	30 a/n	Not required	
17	ECCKT	**Exchange Company Circuit ID** Identifies a provider's circuit identification.	41 a/n	Conditional	Required if the CKT field is not populated, otherwise prohibited. Populate with the Circuit ID/TXNU.
18	CFA	**Connecting Facility Assignment** Identifies the provider carrier system and channel to be used.	42 a/n	Not required	
19	SYSTEM ID	**System Identification** Identifies the customer's system to be used in a collocation arrangement.	5 a/n	Not required	
20	CABLE ID	**Cable Identification** Identifies the provider's central office cable to be connected to the customer's collocated equipment	5 a/n	Not required	
21	SHELF	**Shelf** Identifies the number assigned to the customer's shelf to be used in a collocation arrangement.	6 a/n	Not required	
22	SLOT	**Slot** Identifies the customer's specific connection slot to be used in a collocation arrangement.	6 a/n	Not required	
23	RELAY RACK	**Relay Rack** A code that identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.	10 a/n	Not required	
24	CHAN/PAIR	**Channel/Pair** Identifies the specific channel or pair within the provider's cable to be used for connection.	5 a/n	Not required	
25	JK CODE	**Jack Code** Indicates the standard code for the particular registered or non-registered jack used to terminate the service.	5 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
26	JK NUM	**Jack Number** Identifies the number of the jack used on end user connections.	2 a/n	Not required	
27	JK POS	**Jack Position** Identifies the position in the jack that a particular service will occupy.	2 n	Not required	
28	JR	**Jack Request** Indicates a request for a new jack.	1a	Not required	
29	NIDR	**NID Request** Indicates a request for a new network interface device (NID).	1a	Not required	
30	IWJK	**Inside Wire Jack Code** Indicates the standard code for the type of jack requested for inside wiring.	5a/n	Not required	
31	IWJQ	**Inside Wire Jack Quantity** Indicates the number of jacks requested for inside wiring.	2n	Not required	
32	PORTED NBR	**Ported Telephone Number** Identifies the telephone number to be retained.	17 n	Required	This field accommodates either single 10 digit TN or range of TNs to be ported.
33	TNP	**Total Number of Paths** Identifies the total number of talk paths, including the initial path, associated with the ported number.	3n	Not required	
34	CFTN	**Call Forward To Number** Identifies the telephone number to which calls will be directed.	13a/n	Not required	Not applicable. This field is only applicable when using interim number portability.
35	NPT	**Number Portability Type** Indicates the type of number portability for this request.	1a	Required	Only applicable valid entry is: D=Local Routing Number
36	RTI	**Route Index** Identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.	6a/n	Not required	
37	NPTG	**Number Portability Trunk Group** Identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls.	8a/n	Not required	
38	BA	**Blocking Activity** Indicates the activity for the blocking of calls.	1a	Not required	
39	BLOCK	**Block** Identifies the type of blocking on the telephone number.	16 a	Not required	
40	FPI	**Freeze PIC Indicator** Indicates the customer's requested freeze option for the LPIC.	1a	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
41	LPIC	**IntraLATA Presubscription Indicator Code** Identifies the presubscription indicator code (PIC) of the carrier the customer has selected for intraLATA traffic for the ported telephone number.	4a/n	Not required	
42	TC OPT	**Transfer of Call Options** Identifies the type of transfer of call option the end user has requested.	3a/n	Not required	End user form will be used if necessary to support this functionality.
43	TC TO PRI	**Transfer of Calls To Primary Number** Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	End user form will be used if necessary to support this functionality.
44	TC TO SEC	**Transfer of Calls To Secondary Number** Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	End user form will be used if necessary to support this functionality.
45	TCID	**Transfer of Calls To Identifier** Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2n	Not required	End user form will be used if necessary to support this functionality.
46	TC NAME	**Transfer of Calls To Name** Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Not required	End user form will be used if necessary to support this functionality.
47	TC PER	**Line Existing Account Number** Identifies the end user's existing account number assigned by the current NSP and/or LSP.	10 a/n	Not required	
48	LEAN	**Line Existing Account Number** Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	12 n	Not required	
49	LEATN	**Line Existing Account Number** Identifies the end user's existing account number assigned by the current NSP and/or LSP.	20 a/n	Not required	
50	REMARKS	**Remarks** Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the Loop Service with NP form.

Number Portability Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
1	PON	**Purchase Order Number** Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	**Version Identification** Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	**Account Number** Identifies the main account number assigned by the NSP.	20 a/n	Not required	
4	ATN	**Account Telephone Number** Identifies the account telephone number assigned by the NSP.	12 n	Not required	Need to be the same as that provided on the LSR form
5	NPQTY	**Number Portability Quantity** Identifies the quantity of ported numbers involved in this service.	5 n	Required	Indicates the number of lines being ported
6	PG _ of _	**Page of #** Identifies the page number and total number of pages contained in this request.	4 n	Required	
7	LOCNUM	**Location Number** Identifies the service location number for the service requested.	3 n	Not required	
8	LNUM	**Line Number** Identifies the line or trunk as a unique number and each additional occurrence as a unique number.	5 n	Required	This field will be populated with a unique reference number.
9	NPI	**Number portability indicator** Identifies the status of the number being ported.	1 a	Not required	Valid entries: A Port out reserved TN, B = Port out working TN
10	LNA	**Line Activity** Identifies the activity involved at the line level.	1 a	Required	Valid entries: V =Convert to new LSP
11	CKR	**Customer Circuit Reference** Identifies the circuit number assigned by the customer	41 a/n	Not required	
12	LRN	**Location Routing Number** Identifies a number used to uniquely identify a switch that has ported numbers and is used to route a call to the switch that owns the NPA-NXX portion of the LRN.	12 n	Not required	
13	TDT	**Ten Digit Trigger** Indicates the request for the activation of a ten digit trigger for local routing number portability.	1 a	Conditional	Required when the NPT field is populated with "D".

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
14	ECCKT	**Exchange Company Circuit ID** Identifies a provider's circuit identification.	41 a/n	Not required	
15	PORTED NBR	**Ported Telephone Number** Identifies the telephone number to be retained	17 n	Required	This field accommodates either single 10 digit TN or range of TNs to be ported.
16	TNP	**Total Number of Paths** Identifies the total number of talk paths, including the initial path, associated with the ported number.	3n	Not required	
17	CFTN	**Call Forward to Number** Identifies the telephone number to which calls will be directed	13 n	Not required	Not applicable. This field is only applicable when using interim number portability.
18	NPT	**Number Portability Type** Indicates the type of number portability for this request.	1a	Required	Only applicable valid entry is: D=Local Routing Number
19	RTI	**Route Index** Identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.	6 a/ n	Not required	
20	NPTG	**Number Portability Trunk Group** Identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls.	8 a/n	Not required	
21	BA	**Blocking Activity** Indicates the activity for the blocking of calls.	1 a	Not required	
22	BLOCK	**Block** Identifies the type of blocking on the telephone number.	16 a/n	Not required	
23	FPI	**Freeze PIC Indicator** Indicates the customer's requested freeze option for the LPIC.	1 a	Not required	
24	LPIC	**IntraLATA Presubscription Indicator Code** Identifies the presubscription indicator code (PIC) of the carrier the customer has selected for intraLATA traffic for the ported telephone number.	4 a/n	Not required	
25	TC OPT	**Transfer of Call Options** Identifies the type of transfer of call option the end user has requested.	3 a/n	Not required	
26	TC TO PRI	**Transfer of Calls to Primary Number** Identifies the telephone number to which calls are to be referred.	12 n	Not required	
27	TC TO SEC	**Transfer of Calls To Secondary Number** Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
28	TCID	**Transfer of Calls To Identifier** Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2 n	Not required	
29	TC NAME	**Transfer of Calls To Name** Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Not required	
30	TC PER	**Transfer of Calls Period** Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.	10 a/n	Not required	
31	LEAN	**Line Existing Account Number** Identifies the end user's existing account number assigned by the current NSP and/or LSP.	20 a/n	Not required	
32	LEATN	**Line Existing Account Telephone Number** Identifies the end user's existing account telephone number assigned by the old LSP.	12 n	Not required	
33	REMARKS	**Remarks** Identifies a free flowing field which can be used to expand upon and clarity other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the Number Portability form.

Loop Service Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
1	PON	**Purchase Order Number** Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement.	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	**Version Identification** Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	**Account Number** Identifies the main account number assigned by the NSP.	20 a/n	Not required	
4	ATN	**Account Telephone Number** Identifies the account telephone number assigned by the NSP.	12 n	Not required	Need to be the same as that provided on the LSR form
5	LQTY	**Loop Quantity** Identifies the quantity of loops involved in this service request.	5 n	Required	Indicates the number of loops being reused or disconnected
6	PG _ of _	**Page of #** Identifies the page number and total number of pages contained in this request.	4 n	Required	
7	LOCNUM	**Location Number** Identifies the service location number for the service requested	3 n	Not required	
8	LNUM	**Line Number** Identifies the line as a unique number and each additional occurrence as a unique number.	5 n	Required	This field will be populated with a unique reference number.
9	LNA	**Line Activity** Identifies the activity involved at the line level.	1 a	Required	Valid entries: D = Disconnect (Disconnect circuit), V =Convert to new LSP (Reuse circuit)
10	CKR	**Customer Circuit Reference** Identifies the circuit number assigned by the customer.	41 a/n	Conditional	Required if the ECCKT field is not populated, otherwise prohibited. Populated with the Circuit ID/TXNU.
11	TSP	**Telecommunications Service Priority** Indicates the provisioning and restoration priority as defined under the TSP Service Vendor Handbook.	12 a/n	Not required	
12	SAN	**Subscriber Authorization Number** Identifies a number equivalent to the end user Purchase Order Number.	30 a/n	Not required	
13	ECCKT	**Exchange Company Circuit ID** Identifies a provider's circuit identification.	36 a/n	Conditional	Required if the CKR field is not populated, otherwise prohibited. Populated with the Circuit ID/TXNU.
14	CFA	**Connecting Facility Assignment** Identifies the provider carrier system and channel to be used.	42 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
15	SYSTEM ID	**System Identification** Identifies the customer's system to be used in a collocation arrangement.	5 a/n	Not required	
16	CABLE ID	**Cable Identification** Identifies the provider's central office cable to be connected to the customer's collocated equipment	5 a/n	Not required	
17	SHELF	**Shelf** Identifies the number assigned to the customer's shelf to be used in a collocation arrangement.	6 a/n	Not required	
18	SLOT	**Slot** Identifies the customer's specific connection slot to be used in a collocation arrangement.	6 a/n	Not required	
19	RELAY RACK	**Relay Rack** A code that identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.	10 a/n	Not required	
20	CHAN/PAIR	**Channel/Pair** Identifies the specific channel or pair within the provider's cable to be used for connection.	5 a/n	Not required	
21	JK CODE	**Jack Code** Indicates the standard code for the particular registered or non-registered jack used to terminate the service.	5 a/n	Not required	
22	JK NUM	**Jack Number** Identifies the number of the jack used on end user connections.	2 a/n	Not required	
23	JK POS	**Jack Position** Identifies the position in the jack that a particular service will occupy.	2 n	Not required	
24	JR	**Jack Request** Indicates a request for a new jack.	1 a	Not required	
25	NIDR	**NID Request** Indicates a request for a new network interface device (NID).	1 a	Not required	
26	IWJK	**Inside Wire Jack Code** Indicates the standard code for the type of jack requested for inside wiring.	5 a/n	Not required	
27	IWJQ	**Inside Wire Jack Quantity** Indicates the number of jacks requested for inside wiring.	2 n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
28	DISC NBR	**Disconnect Telephone Number** Identifies the end user telephone number to be disconnected.	12 n	Conditional	Required when the TN associated to the Loop specified in the CKR or ECCKT field is not being ported. Used to associate the TN to that loop.
29	TER	**Terminal Number** Identifies a non-lead line in a multi-line hunt group.	8 a/n	Not required	
30	TC OPT	**Transfer of Call Options** Identifies the type of transfer of call option the end user has requested.	3 a/n	Not required	End user form will be used to support this functionality.
31	TC TO PRI	**Transfer of Calls To Primary Number** Identifies the telephone number to which calls are to be referred.	12 n	Not required	End user form will be used to support this functionality.
32	TC TO SEC	**Transfer of Calls To Secondary Number** Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	End user form will be used to support this functionality.
33	TCID	**Transfer of Calla To Identifier** Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2 n	Not required	End user form will be used to support this functionality.
34	TC NAME	**Transfer of Calls To Name** Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Not required	End user form will be used to support this functionality.
35	TC PER	**Transfer of Calls Period** Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.	10 a/n	Not required	End user form will be used to support this functionality.
36	LEAN	**Line Existing Account Number** Identifies the end user's existing account number assigned by the current NSP and/or LSP.	20 a/n	Not required	
37	LEATN	**Line Existing Account Telephone Number** Identifies the end user's existing account telephone number assigned by the old LSP.	12 n	Not required	
38	REMARKS	**Remarks** Identifies a free flowing field which can be used to expand upon and clarity other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the Loop Service form.

Administrative Section

CCNA 1	PON 2	VER 3	LSR N0 4	LOCQTY 5 HTQTY 6

AN 7 | ATN 8 - - | SC 9 | PG 10 | OF | D/TSENT 11 | DSPTCH 12

DDD 13 | APPTIME 14 | DDDO 15 | APPTIME 16 | DFDT 17 | PROJECT 18

CHC 19 | REQTYP 20 | ACT 21 | SUP 22 | EXP 23 | AFO 24 | RTR 25 | CC 26 | NNSP 27 | ONSP 28 | AENG 29 | ALBR 30 | SCA 31 | AGAUTH 32 | DATED 33

AUTHNUM 34 | PORTTYP 35 | ACTL 36 | AI 37 | APOT 38 | LST 39 | LSO 40 | TOS 41 | SPEC 42

NC 43 | PBT 44 | NCI 45 | CHANNEL 46 | SECNCI 47 | RPON 48 | RORD 49

LSP AUTH 50 | LSP AUTH DATE 51 | LSP AUTH NAME 52 | LSPAN 53 | CIC 54 | CUST 55

Bill Section

BI1 56 | BAN1 57 | BI2 58 | BAN2 59 | ACNA 60 | EBD 61 | CNO 62 | NRI 63

BILLNM 64 | SBILLNM 65 | TE 66 | EBP 67

STREET 68 | FLOOR 69 | ROOM 70 | CITY 71 | STATE 72

ZIP CODE 73 | BILLCON 74 | TEL NO 75 - - - | VTA 76

Contact Section

INIT 77 | TEL NO 78 - - -

EMAIL 79 | FAX NO 80 - -

STREET 81 | FLOOR 82 | ROOM/MAIL STOP 83 | CITY 84 | STATE 85

ZIP CODE 86 | IMPCON 87 | TEL NO 88 - - | PAGER 89

ALT IMPCON 90 | TEL NO 91 - - - | PAGER 92

DSGCON 93 | DRC 94 | TEL NO 95 - - - | FAX NO 96 - -

EMAIL 97

STREET 98 | FLOOR 99 | ROOM/MAIL STOP 100 | CITY 101

STATE 102 | ZIP CODE 103

REMARKS

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Administrative Section

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Location and Access

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Inside Wire

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Bill Section

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SBILLNM
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CITY
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STATE
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ZIP CODE
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BILLCON
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Administrative Section

PON
`1` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   VER `2` ⬚   AN `3` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   ATN `4` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   DQTY `5` ⬚⬚⬚

Disconnect Information

DNUM `5 0` ⬚⬚⬚   DISC NBR `5 1` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TER `5 2` ⬚⬚⬚⬚⬚⬚   TC OPT `5 3` ⬚   TC TO PRI `5 4` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TC TO SEC `5 5` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚

TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   TC PER `5 8` ⬚⬚⬚⬚⬚⬚

DNUM `5 0` ⬚⬚⬚   DISC NBR `5 1` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TER `5 2` ⬚⬚⬚⬚⬚⬚   TC OPT `5 3` ⬚   TC TO PRI `5 4` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TC TO SEC `5 5` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚

TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   TC PER `5 8` ⬚⬚⬚⬚⬚⬚

DNUM `5 0` ⬚⬚⬚   DISC NBR `5 1` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TER `5 2` ⬚⬚⬚⬚⬚⬚   TC OPT `5 3` ⬚   TC TO PRI `5 4` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TC TO SEC `5 5` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚

TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

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TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

TCID `5 6` ⬚⬚   TC NAME `5 7` ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚   TC PER `5 8` ⬚⬚⬚⬚⬚⬚

DNUM `5 0` ⬚⬚⬚   DISC NBR `5 1` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TER `5 2` ⬚⬚⬚⬚⬚⬚   TC OPT `5 3` ⬚   TC TO PRI `5 4` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚   TC TO SEC `5 5` ⬚⬚⬚ - ⬚⬚⬚ - ⬚⬚⬚⬚

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REMARKS

`5 9` ⬚⬚

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(Insert Your Company Logo)　　　　　　　　**Loop Service**

Administrative Section

PON `[1]` | | | | | | | | | | | | | | | | |　VER `[2]` | |　AN `[3]` | | | | | | | | | | | | | | | | | | | |　ATN `[4]` | | | - | | | - | | | |　LQTY `[5]` | | | | |　PG `[6]` | |　OF | |

Service Details

LOCNUM `[7]` | | |　LNUM `[8]` | | | |　LNA `[9]` | |　CKR `[10]` | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |　TSP `[11]` | | | | | | | - | | |

SAN `[12]` | | | | | | | | | | | | | | | | | | | | | | |　ECCKT `[13]` | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

CFA `[14]` | | | | | | | | | | | | | | | | | | | | | | | | | |　SYSTEM ID `[15]` | | | |　CABLE ID `[16]` | | | |

SHELF `[17]` | | | | |　SLOT `[18]` | | | | |　RELAY RACK `[19]` | | | | | | |　CHAN/PAIR `[20]` | | | |　JK CODE `[21]` | | | |　JK NUM `[22]` | | |　JK POS `[23]` | | |　JR `[24]` |　NIDR `[25]` |　IWJK `[26]` | | | |　IWJQ `[27]` | | |

IWJK `[26]` | | | |　IWJQ `[27]` | | |　IWJK `[26]` | | | |　IWJQ `[27]` | | |　DISC NBR `[28]` | - | | | | - | | | |　TER `[29]` | | | | | |　TC OPT `[30]` | |　TC TO PRI `[31]` | - | | | - | | | |　TC TO SEC `[32]` | - | | | - | | | |

TCID `[33]` | |　TC NAME `[34]` | | | | | | | | | | | | | | | | | | | | | | | |　TCID `[33]` | |　TC NAME `[34]` | | | | | | | | | | | | | | | | | | | | | | | |

TC PER `[35]` | | | | | | | |　LEAN `[36]` | | | | | | | | | | | | | | | |　LEATN `[37]` | | - | | | - | | | |

LOCNUM `[7]` | | |　LNUM `[8]` | | | |　LNA `[9]` | |　CKR `[10]` | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |　TSP `[11]` | | | | | | | - | | |

SAN `[12]` | | | | | | | | | | | | | | | | | | | | | | |　ECCKT `[13]` | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

CFA `[14]` | | | | | | | | | | | | | | | | | | | | | | | | | |　SYSTEM ID `[15]` | | | |　CABLE ID `[16]` | | | |

SHELF `[17]` | | | | |　SLOT `[18]` | | | | |　RELAY RACK `[19]` | | | | | | |　CHAN/PAIR `[20]` | | | |　JK CODE `[21]` | | | |　JK NUM `[22]` | | |　JK POS `[23]` | | |　JR `[24]` |　NIDR `[25]` |　IWJK `[26]` | | | |　IWJQ `[27]` | | |

IWJK `[26]` | | | |　IWJQ `[27]` | | |　IWJK `[26]` | | | |　IWJQ `[27]` | | |　DISC NBR `[28]` | - | | | | - | | | |　TER `[29]` | | | | | |　TC OPT `[30]` | |　TC TO PRI `[31]` | - | | | - | | | |　TC TO SEC `[32]` | - | | | - | | | |

TCID `[33]` | |　TC NAME `[34]` | | | | | | | | | | | | | | | | | | | | | | | |　TCID `[33]` | |　TC NAME `[34]` | | | | | | | | | | | | | | | | | | | | | | | |

TC PER `[35]` | | | | | | | |　LEAN `[36]` | | | | | | | | | | | | | | | |　LEATN `[37]` | | - | | | - | | | |

Administrative Section

PON
| 1 | | | | | | | | | | | | | | | |

VER
| 2 | |

AN
| 3 | | | | | | | | | | | | | | | | | | | | | | | | |

ATN
| 4 | | | - | | | | - | | | | |

LQTY
| 5 | | | | |

PG
| 6 | |

OF
| | |

Service Details

LOCNUM
| 7 | | |

LNUM
| 8 | | |

LNA
| 9 | |

CKR
| 1 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TSP
| 1 1 | | | | | | | - | | |

SAN
| 1 2 | | | | | | | | | | | | | | | | | | | | | | | |

ECCKT
| 1 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

CFA
| 1 4 | | | | | | | | | | | | | | | | | | | | | | | | | |

SYSTEM ID
| 1 5 | | | |

CABLE ID
| 1 6 | | | |

SHELF
| 1 7 | | | | |

SLOT
| 1 8 | | | | |

RELAY RACK
| 1 9 | | | | | | |

CHAN/PAIR
| 2 0 | | | |

JK CODE
| 2 1 | | | |

JK NUM
| 2 2 | | |

JK POS
| 2 3 | | |

JR
| 24 | |

NIDR
| 25 | |

IWJK
| 2 6 | | | |

IWJQ
| 2 7 | |

IWJK
| 2 6 | | |

IWJQ
| 2 7 | |

IWJK
| 2 6 | | |

IWJQ
| 2 7 | |

DISC NBR
| 2 8 | | - | | | | - | | | | |

TER
| 2 9 | | | | | | |

TC OPT
| 3 0 | | |

TC TO PRI
| 3 1 | | - | | | | - | | | | |

TC TO SEC
| 3 2 | | - | | | | - | | | | |

TCID
| 3 3 | |

TC NAME
| 3 4 | | | | | | | | | | | | | | | | | | | | | | | | |

TCID
| 3 3 | |

TC NAME
| 3 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TC PER
| 3 5 | | | | | |

LEAN
| 3 6 | | | | | | | | | | | | | | | | | | |

LEATN
| 3 7 | | - | | | | - | | | | |

REMARKS

| 3 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Administrative Section

PON
1 | | | | | | | | | | | | | | | |

VER
2 | |

AN
3 | | | | | | | | | | | | | | | | | | | | | | | |

ATN
4 | | | - | | | - | | | |

NPQTY
5 | | | | |

PG
6 | |

OF
| |

Service Details

LOCNUM
7 | | |

LNUM
8 | | | | |

NPI
9 | |

LNA
10 | |

CKR
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LRN
1 2 | | | - | | | - | | | |

TDT
13

ECCKT
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PORTED NBR
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TNP
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CFTN
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NPT
18 | |

RTI
1 9 | | | |

NPTG
2 0 | | | | | |

BA
21 | |

BLOCK
2 2 | | | | | | | | | | | | | |

BA
21 | |

BLOCK
2 2 | | | | | | | | | | | | | |

FP1
23 | |

LPIC
2 4 | | | |

TC OPT
2 5 | |

TC TO PRI
2 6 | | - | | | - | | | |

TC TO SEC
2 7 | | - | | | - | | | |

TCID
2 8 | |

TC NAME
2 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TCID
2 8 | |

TC NAME
2 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TC PER
3 0 | | | | | | |

LEAN
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LEATN
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NPI
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CFTN
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NPT
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NPTG
2 0 | | | | | |

BA
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BLOCK
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BA
21 | |

BLOCK
2 2 | | | | | | | | | | | | | |

FP1
23 | |

LPIC
2 4 | | | |

TC OPT
2 5 | |

TC TO PRI
2 6 | | - | | | - | | | |

TC TO SEC
2 7 | | - | | | - | | | |

TCID
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TC NAME
2 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TCID
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TC NAME
2 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

TC PER
3 0 | | | | | | |

LEAN
3 1 | | | | | | | | | | | | | | | | | | | | |

LEATN
3 2 | | - | | | - | | | |

Administrative Section

PON `[1]`　VER `[2]`　AN `[3]`　ATN `[4]` `-` `-`　NPQTY `[5]`　PG `[6]`　OF

Service Details

LOCNUM `[7]`　LNUM `[8]`　NPI `[9]`　LNA `[10]`　CKR `[11]`　LRN `[12]` `-` `-`　TDT `[13]`

ECCKT `[14]`

PORTED NBR `[15]` `-` `-`　TNP `[16]`　CFTN `[17]`　NPT `[18]`　RTI `[19]`　NPTG `[20]`

BA `[21]`　BLOCK `[22]`　BA `[21]`　BLOCK `[22]`　FP1 `[23]`　LPIC `[24]`　TC OPT `[25]`　TC TO PRI `[26]` `-` `-`　TC TO SEC `[27]` `-` `-`

TCID `[28]`　TC NAME `[29]`　TCID `[28]`　TC NAME `[29]`

TC PER `[30]`　LEAN `[31]`　LEATN `[32]` `-` `-`

LOCNUM `[7]`　LNUM `[8]`　NPI `[9]`　LNA `[10]`　CKR `[11]`　LRN `[12]` `-` `-`　TDT `[13]`

ECCKT `[14]`

PORTED NBR `[15]` `-` `-`　TNP `[16]`　CFTN `[17]`　NPT `[18]`　RTI `[19]`　NPTG `[20]`

BA `[21]`　BLOCK `[22]`　BA `[21]`　BLOCK `[22]`　FP1 `[23]`　LPIC `[24]`　TC OPT `[25]`　TC TO PRI `[26]` `-` `-`　TC TO SEC `[27]` `-` `-`

TCID `[28]`　TC NAME `[29]`　TCID `[28]`　TC NAME `[29]`

TC PER `[30]`　LEAN `[31]`　LEATN `[32]` `-` `-`

REMARKS

`[33]`

Administrative Section

PON `1` VER `2` AN `3` ATN `4` - - LQTY `5` NPQTY `6` PG `7` OF

Service Details

LOCNUM `8` LNUM `9` NPI `10` LNA `11` CKR `12` TSP `13` -

LRN `14` - - TDT `15`

SAN `16` ECCKT `17`

CFA `18` SYSTEM ID `19` CABLE ID `20` SHELF `21` SLOT `22`

RELAY RACK `23` CHAN/PAIR `24` JK CODE `25` JK NUM `26` JK POS `27` JR `28` NIDR `29` IWJK `30` IWJQ `31` IWJK `30` IWJQ `31` IWJK `30` IWJQ `31` IWJK `30` IWJQ `31`

PORTED NBR `32` - - TNP `33` CFTN `34` NPT `35` RTI `36` NPTG `37` BA BLOCK `38` `39`

BA BLOCK `38` `39` FP1 `40` LPIC `41` TC OPT `42` TC TO PRI `43` - - TC TO SEC `44` - -

TCID `45` TC NAME `46` TCID `45` TC NAME `46`

TC PER `47` LEAN `48` LEATN `49` - -

Appendix H – Mini Dispute Resolution Form

ADMINISTRATIVE SECTION

Reporting Carrier

Send Form To:

Company Name

Contact

Tel Number

Email address   Date:

Other Carrier   Company Name

(Fill in all available   Contact

information)   Telephone Number

Email address

NATURE OF DISPUTE

Individual Customer   Customer Name:

☐ *Check if Complaint applies to a*   Customer TN/CKT ID:
single Customer Migration

Recurring Violations

☐ *Check if Complaint is recurring, provide number of occurrences in comment sections below*

DISPUTE

Complaint	**Comments/Number of Occurrences**

☐ **Contact Info Not Available**
☐ **CSR/NI Not Received**   Date(s) CSR/NI Requested:
☐ **Inadequate Information Sent**   Describe Missing Information:

☐ **Firm Order Confirmation Not**   Date FOC was Due:
Received

☐ **Other**

Escalation Efforts

Describe escalation effort attempted.
Include basic details.